

COUNTY OF SAN DIEGO HEALTH AND HUMAN SERVICES AGENCY



ADULT MENTAL HEALTH SERVICES

- Adult
- Older Adult
- Transition Age Youth

SYSTEMWIDE ANNUAL REPORT

FISCAL YEAR

2010 - 2011

Report prepared by:



4/10/2012

Live Well, San Diego!



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INTRODUCTION



Overview

- ▶ This report summarizes cumulative system and clinical outcomes for transition age youth, adults, and older adults served by San Diego County Adult Mental Health Services (AMHS) in Fiscal Year 10-11 (July 2010-June 2011).
- ▶ AMHS primarily serves adults 18 and older with severe, persistent mental health needs or those experiencing a mental health crisis.

**San Diego County Adult
Mental Health Services
delivered services
through a wide variety of
program types in FY10-11
including:**

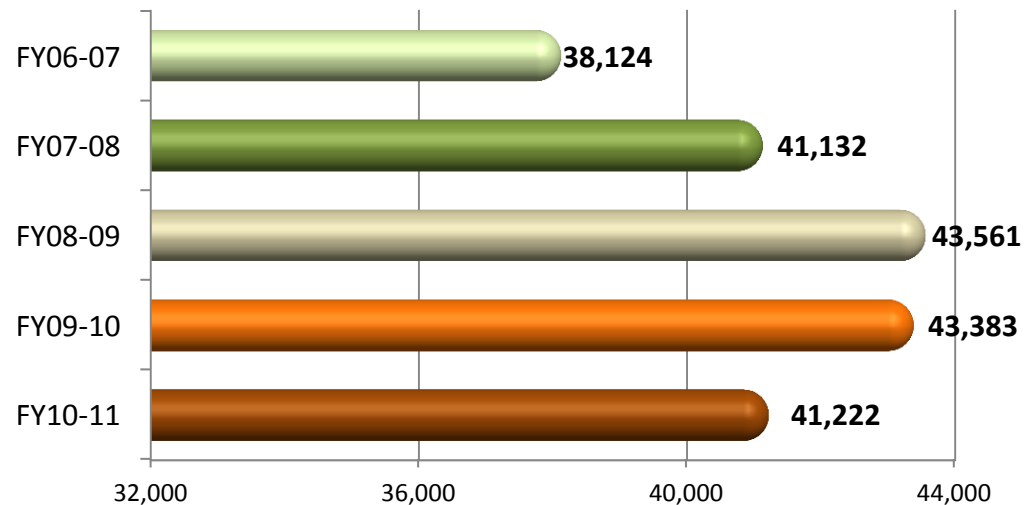
- **Outpatient programs including: Full Service Partnerships and Walk-in Assessment Centers**
- **Case Management programs**
- **Clubhouses**
- **Crisis Residential Facilities**
- **Emergency Psychiatric Unit (EPU)**
- **Psychiatric Emergency Response Teams (PERT)**
- **Inpatient Facilities**
- **Forensic Services**
- **Telepsychiatry**

WHO ARE WE SERVING?

Total Clients

- ▶ In Fiscal Year 2010-2011, San Diego County delivered mental health services to 41,222 transition age youth, adults, and older adults.
- ▶ This represents a slight decrease (5%) in the number of clients served as compared to FY09-10.

Number of Clients Served by Fiscal Year

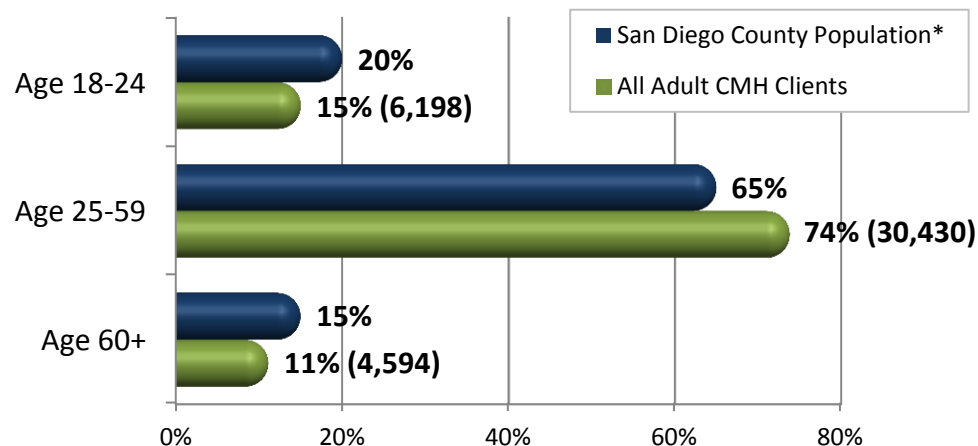


WHO ARE WE SERVING?

Client Age

- The proportion of clients served in each age group has remained stable over the past 4 fiscal years, not varying more than 2 percentage points between any two years for any category.
- Compared to the overall San Diego County population, clients were more likely to be between the ages of 25 and 59, and were less likely to be under 24 or over 60 years of age.

Age Distribution FY10-11



* Source: American Community Survey 2009.

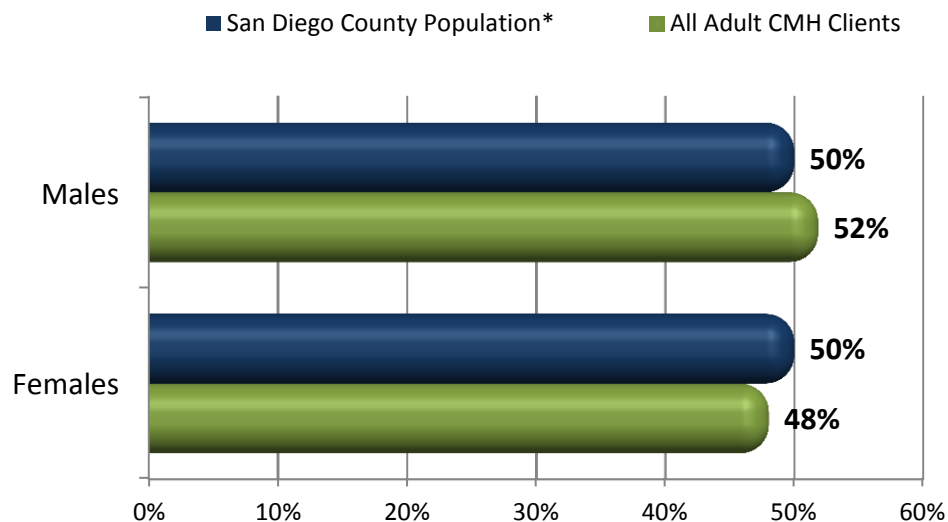
WHO ARE WE SERVING?

Client Gender

► Client gender was 48% female (19,800 clients), 52% male (21,376 clients), and <1% 'other/unknown' (46 clients; not shown in Figure below).

► Clients were slightly more likely to be male compared to the overall San Diego County population.

Gender Distribution FY10-11*



* Source: American Community Survey 2009.

WHO ARE WE SERVING?

Client Ethnicity and Race

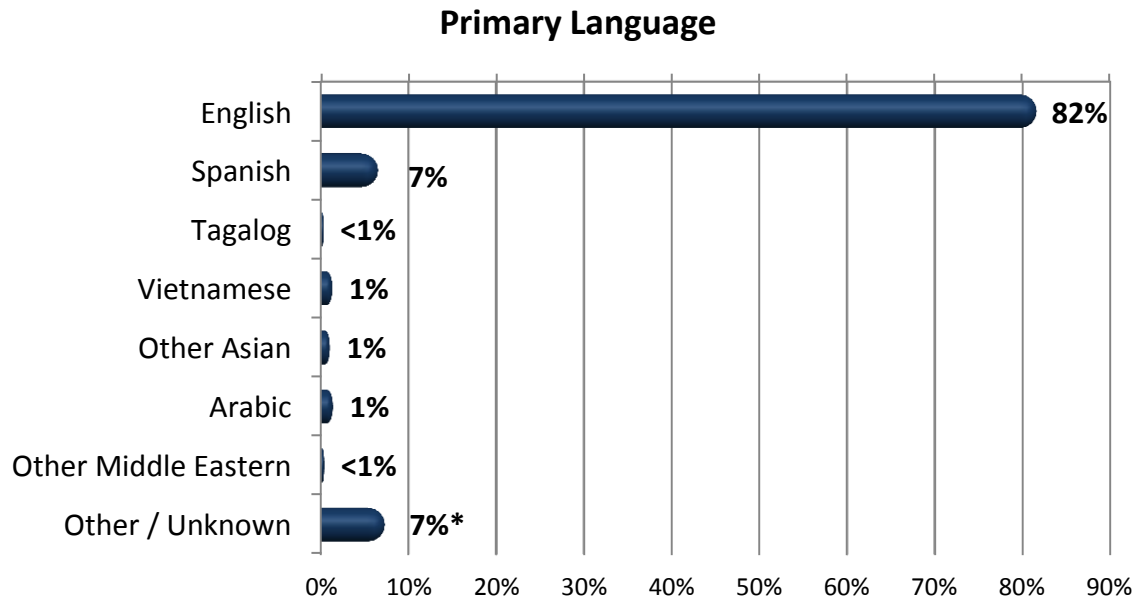
- ▶ The distribution of client ethnicity and race remained essentially stable from FY06-07 to FY10-11.
- ▶ The apparent slight decline in Hispanics served in FY08-09 may be due to the introduction of a new information reporting system midway through the fiscal year and a change in the Federal/State method of recording Hispanic ethnicity. These new changes resulted in an increased number of reported “Unknowns,” many of whom would have previously been included in the Hispanic category.

<i>Ethnicity</i>	<i>Fiscal Year</i>				
	<i>06-07</i>	<i>07-08</i>	<i>08-09</i>	<i>09-10</i>	<i>10-11</i>
White	52%	51%	52%	51%	50%
Hispanic	21%	22%	19%	20%	21%
African American	12%	13%	12%	12%	13%
Asian	6%	6%	6%	6%	6%
Native American	1%	1%	1%	1%	1%
Other / Unknown	8%	8%	10%	10%	10%

WHO ARE WE SERVING?

Primary Language

- Services were provided in five 'threshold' languages in FY10-11: English, Spanish, Tagalog, Vietnamese, and Arabic.
- Similar to previous years, a majority of clients in FY10-11 (82%) reported English as their primary language, with an additional 7% preferring Spanish.

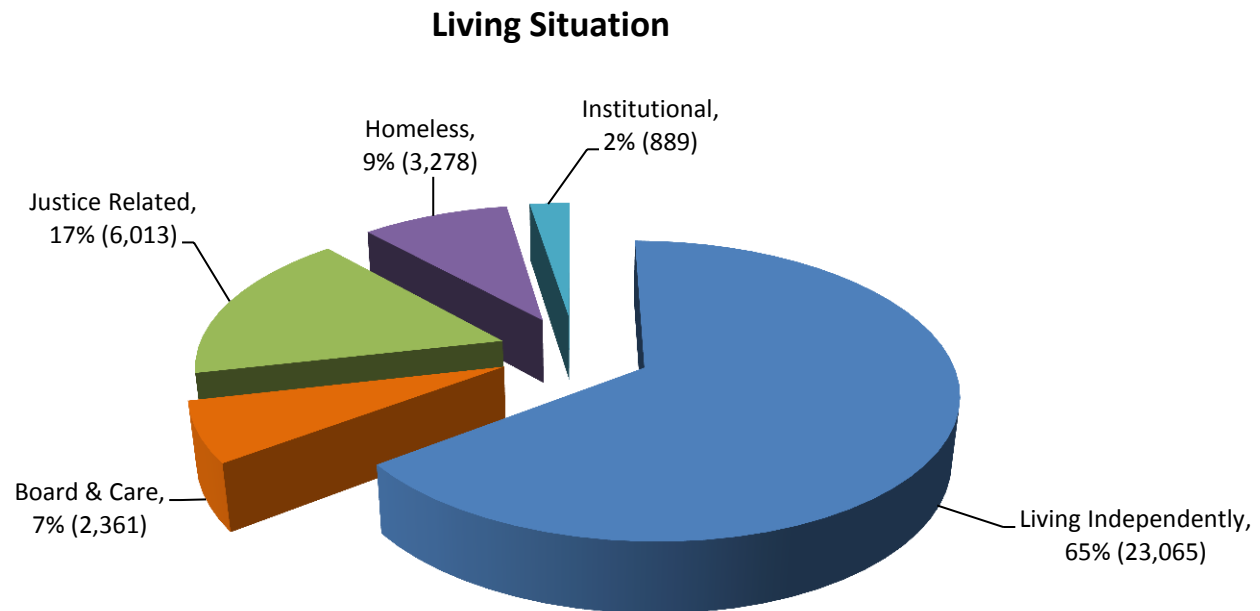


* The 'Other/Unknown' category is comprised of clients reporting a variety of primary languages not reported above, as well as those who report no primary language.

WHO ARE WE SERVING?

Client Living Situation*

- ▶ 65% of clients were living independently .**
- ▶ 17% of clients were temporarily in justice related living situations (jail or other justice institution).
- ▶ 9% of clients were homeless.



* Client living situation reflects status at time of most recent client assessment.

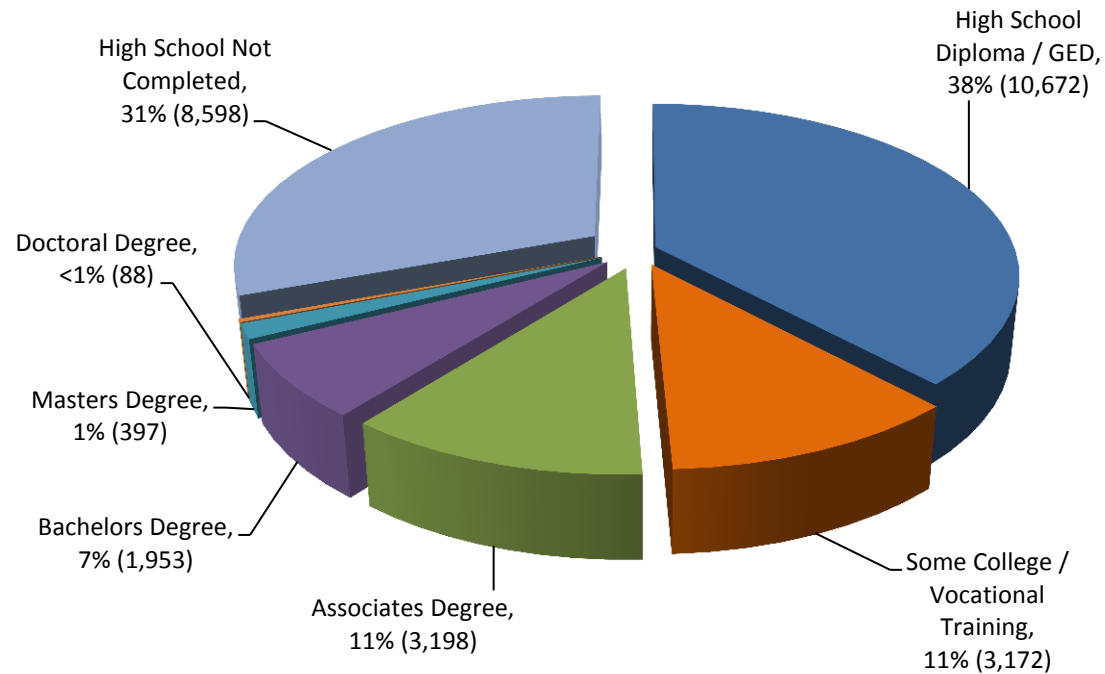
** Clients living independently includes clients living with family at the start of services.

WHO ARE WE SERVING?

Client Education Level

- ▶ 38% of clients had their High School Diploma /GED.
- ▶ 31% of clients had not completed High School.
- ▶ 20% of clients had an Associates Degree or higher.

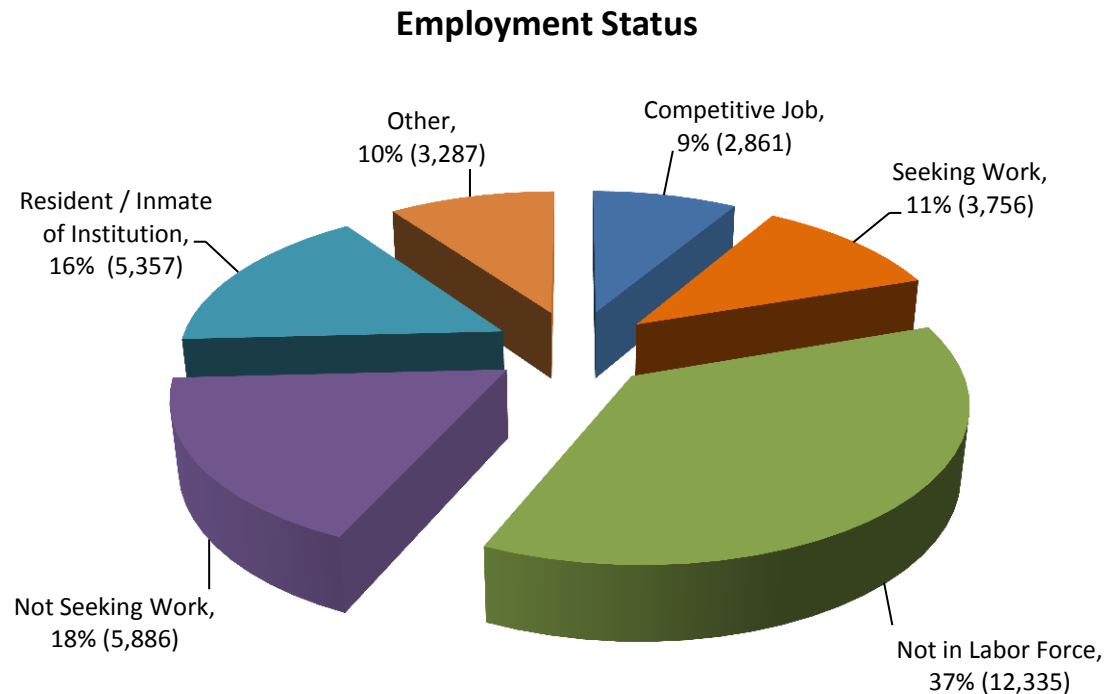
Education Level



WHO ARE WE SERVING?

Client Employment Status

- ▶ The largest proportion of clients (37%) were not currently in the labor force, a decrease of 4% from FY09-10.
- ▶ A combined total of 20% of clients in FY10-11 were either currently employed in a competitive job (9%) or seeking work (11%).

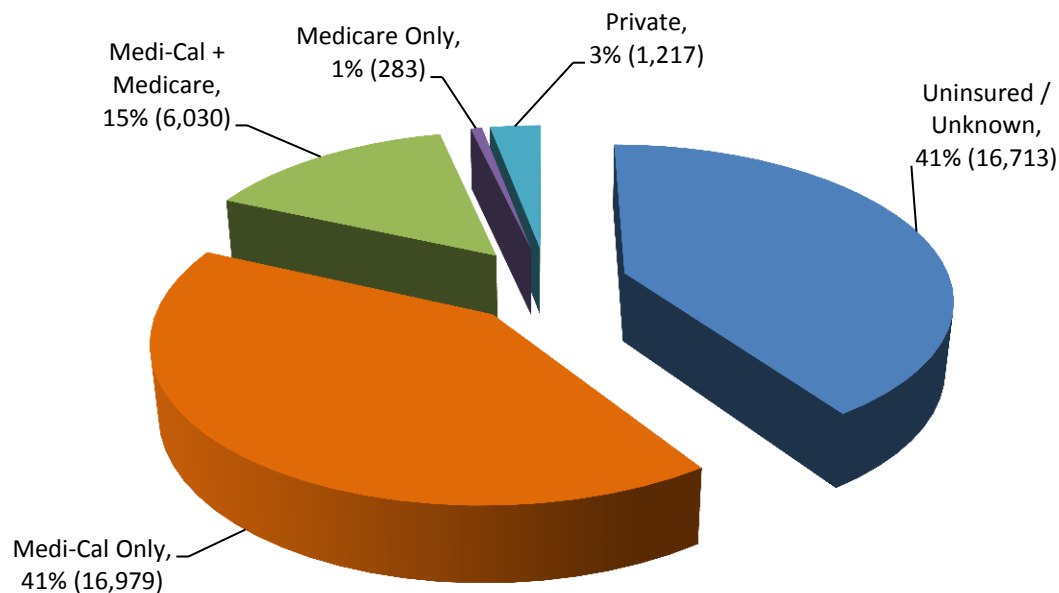


WHO ARE WE SERVING?

Health Care Coverage

- ▶ The majority of clients served in FY10-11 who had insurance were insured by Medi-Cal (41%) or a combination of Medi-Cal and Medicare (15%).
- ▶ 41% were uninsured or of unknown insurance type. The large majority who fell into this category were uninsured versus of unknown insurance type.
- ▶ These percentages have remained stable across years.

Insurance Status and Type

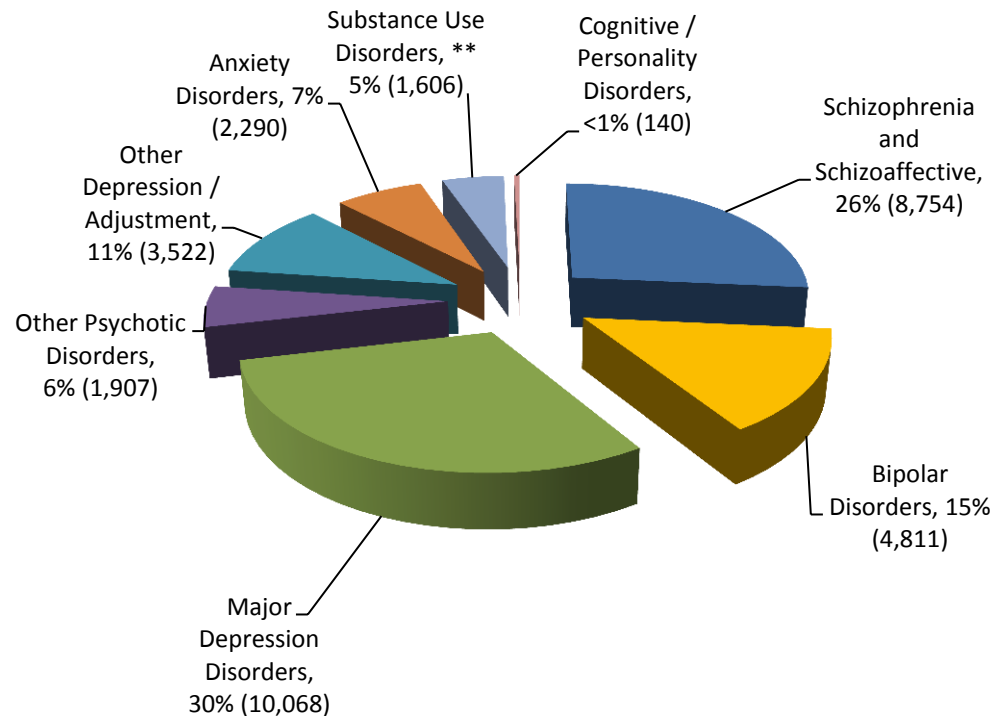


WHO ARE WE SERVING?

Primary Diagnosis*

The most common diagnoses among adults who received services in FY10-11:

- 1) Major Depression Disorders (30%)
- 2) Schizophrenia and Schizoaffective Disorders (26%)
- 3) Bipolar Disorders (15%)



* The information presented above represents data for the 33,098 clients who received services from County contracted organizational providers during FY10-11, and for whom a primary diagnosis was available. Of the 41,222 clients who received services during FY10-11, 8,124 were served by the Fee-for-Service (FFS) system and/or PERT services which do not enter diagnosis information into Anasazi.

** Although Substance Use Disorders are generally not considered a primary diagnosis in the Mental Health System, clients are sometimes diagnosed as such at an initial assessment. In the absence of a qualifying alternative primary diagnosis that takes its place at subsequent assessment, the diagnosis remains in the MIS system. This may occur, for example, when a client enters the MHS through such pathways as Jail or Emergency Psychiatric Unit services.

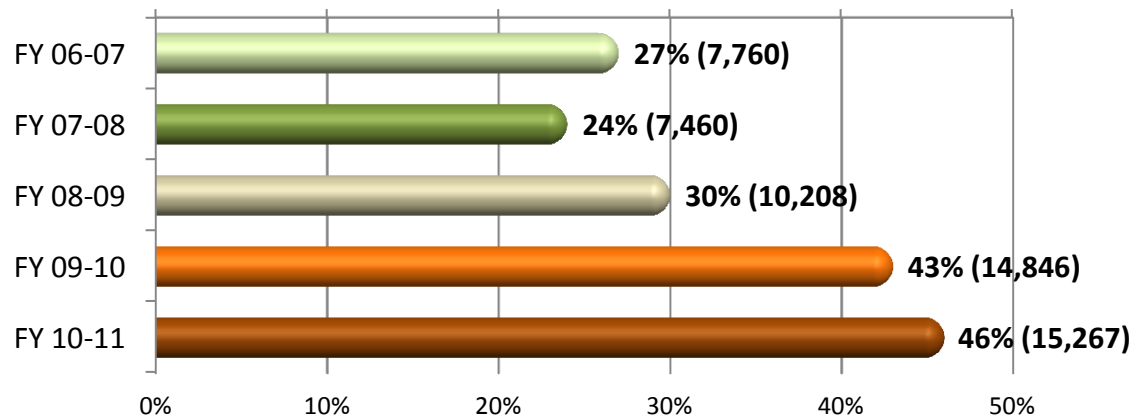
WHO ARE WE SERVING?

*Dual Diagnosis**

► Of the 33,098 adult clients who had a mental health diagnosis in their records, 46% (15,267) also had a diagnosis of substance abuse.

► This generally increasing trend since FY07-08 reflects an increased ability to identify and capture existing substance abuse problems through new targeted programs, increased awareness, and a greater range of diagnostic assessment tools.

Percentage of Clients with a Diagnosis of
Substance Abuse Disorder



* The information presented above represents data for the 33,098 clients who received services from County contracted organizational providers during FY10-11, and for whom a primary diagnosis was available. Of the 41,222 clients who received services during FY10-11, 8,124 were served by the Fee-for-Service (FFS) system and/or PERT services which do not enter diagnosis information into Anasazi.

WHAT KINDS OF SERVICES ARE BEING USED?

*Types of Services**

Outpatient Services	Total Clients	Percent of Total
Case Management	2,334	6%
Outpatient Programs	13,594	33%
Fee for Service	10,233	25%
Full Service Partnership (Original)	1,217	3%
Full Service Partnership (Lite)	1,421	3%
Community Health Clinics	1,052	3%
Emergency Services	Total Clients	Percent of Total
Emergency Psychiatric Unit (EPU)	4,681	11%
Psychiatric Emergency Response Team (PERT)	4,883	12%
Forensic Services	Total Clients	Percent of Total
Jail	10,540	26%
24 hour Services	Total Clients	Percent of Total
Crisis Residential	1,632	4%
Institute for Mental Disease (IMD)	274	1%
Edgemoor	104	<1%
Residential	104	<1%
Skilled Nursing Facility	89	<1%
Inpatient Admissions	Total Clients	Percent of Total
County Hospital	1,594	4%
FFS Hospitals	3,553	9%

*Clients may use more than one service and so may be represented in more than one service type category.

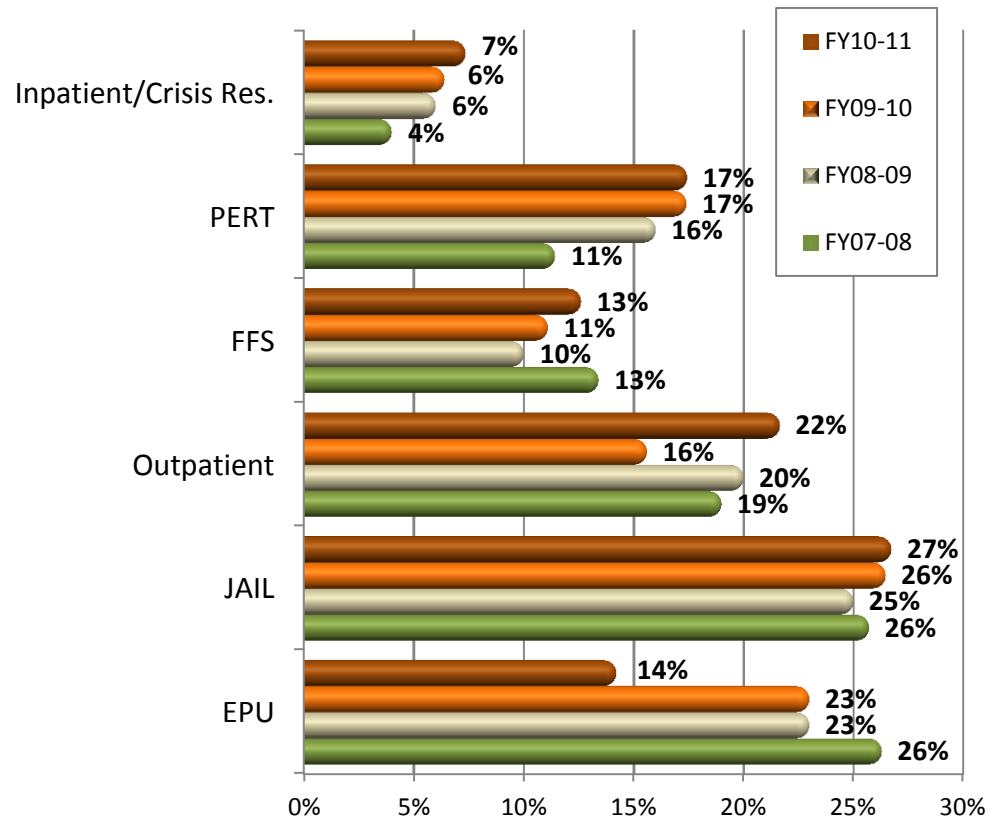
WHAT KINDS OF SERVICES ARE BEING USED?

First Service Use*

The type of service recorded for clients' first apparent usage of county-provided mental health services.

- Initial access through Outpatient Services increased by 6% from FY09-10 to FY10-11.
- Initial access to services through EPU (Emergency Psychiatric Unit) decreased by 9%.
- Initial access through Jail Mental Health Services increased slightly from 26% in FY09-10 to 27% in FY10-11.
- The percentage of clients initially accessing services from PERT (Psychiatric Emergency Response Team) increased from 11% to 17% from FY07-08 to FY09-10 and was maintained in FY10-11. This is largely due to the addition of eight PERT units in the past three years. These new teams are now able to cover a larger geographical area, and operate more hours each day. Early intervention by PERT helps reduce Jail and EPU usage.

Type of First Service Use



*First service usage for clients who did not already have a record in the County's mental health information system.

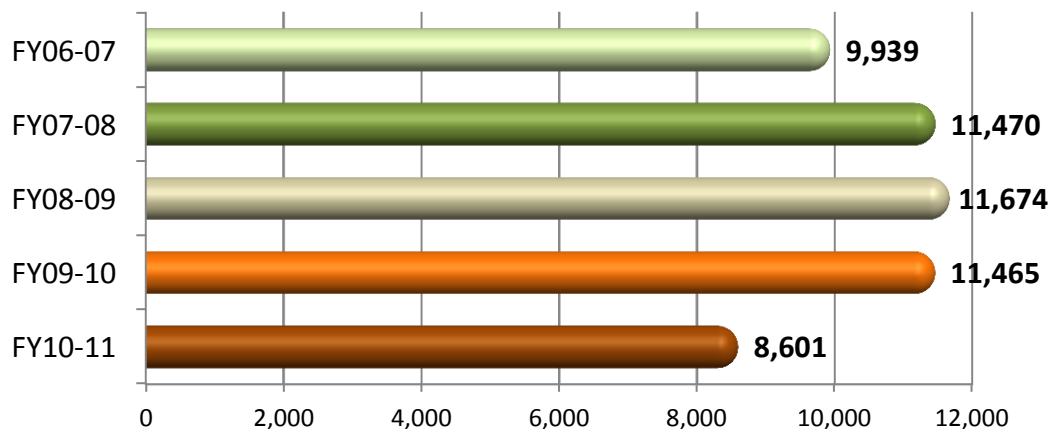
WHAT KINDS OF SERVICES ARE BEING USED?

*Emergency Services**

Emergency mental health care services are provided by the Emergency Psychiatric Unit (EPU) and the Psychiatric Emergency Response Team (PERT).

- The EPU provided emergency services and assessments.
- PERT units are comprised of specially trained law enforcement officials paired with mental health care professionals. They provided on-scene response to situations involving people experiencing a mental health crisis.
- 8,601* clients (unduplicated) utilized emergency services (EPU and/or PERT) during FY10-11. This total represents about a 25% decrease over the 11,465 unduplicated clients who utilized emergency services in FY09-10.
- This decrease may be due in part to the establishment of an assessment center in North County.

Comparison of Emergency Service Clients by Fiscal Year



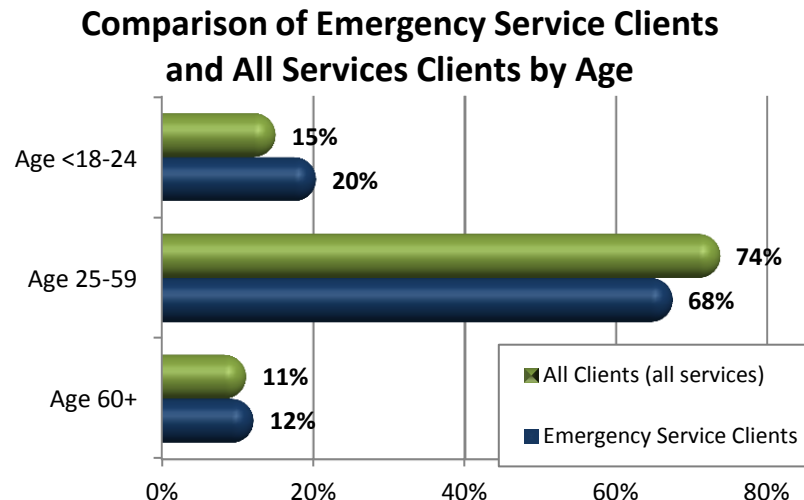
*9,564 total clients received emergency services during FY10-11 from EPU and/or PERT. Of those, 963 received services more than once resulting in 8,601 unique (unduplicated) clients receiving emergency services from PERT and/or EPU in FY10-11.

WHAT KINDS OF SERVICES ARE BEING USED?

*Emergency Services and Client Age**

Clients who utilized emergency services during FY10-11 tended to be younger than the overall client population.

- There was a disproportionate usage of emergency services by clients ages 18 through 24 as compared to the total client population (20% versus 15%). This may be due to the inherent challenges associated with the transition from children's to adult's services.
- The proportion of clients ages 25 through 59 who used emergency services (68%) was smaller than that of the total client population (74%).
- The proportion of emergency service clients who were age 60 and over was similar to that of the total client population.



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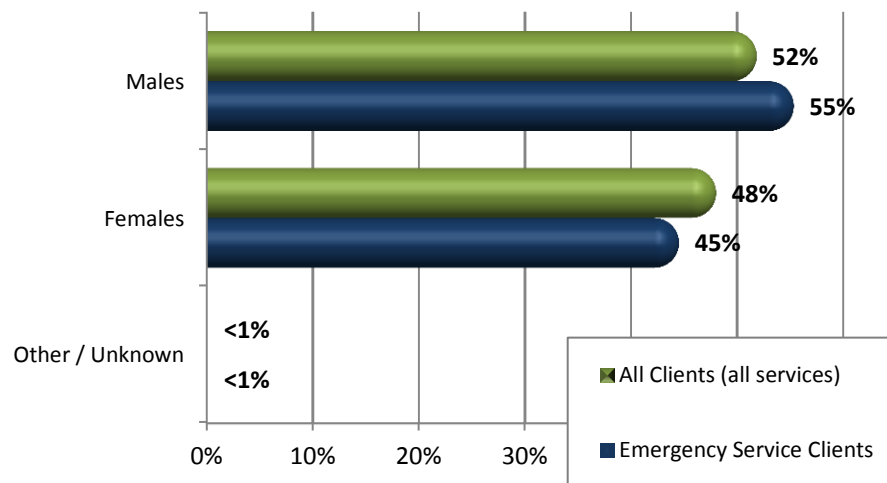
WHAT KINDS OF SERVICES ARE BEING USED?

*Emergency Services and Client Gender**

► Of the clients who utilized emergency services, 55% were male, as compared to 52% of male clients in the general client population. Gender in the overall San Diego County population is evenly split between males and females.**

Note: It may be that males are more likely to be diagnosed with conditions associated with externalizing behaviors, such as Schizophrenia and Schizoaffective Disorders, while females are more likely to be diagnosed with conditions associated with more passive symptomatology such as Major Depressive Disorder.

Comparison of Emergency Service Clients and General Services Clients by Gender



*9,564 total clients received emergency services during FY10-11 from EPU and/or PERT. Of these, 963 received services more than once resulting in 8,601 unique (unduplicated) clients receiving emergency services from PERT and/or EPU in FY10-11.

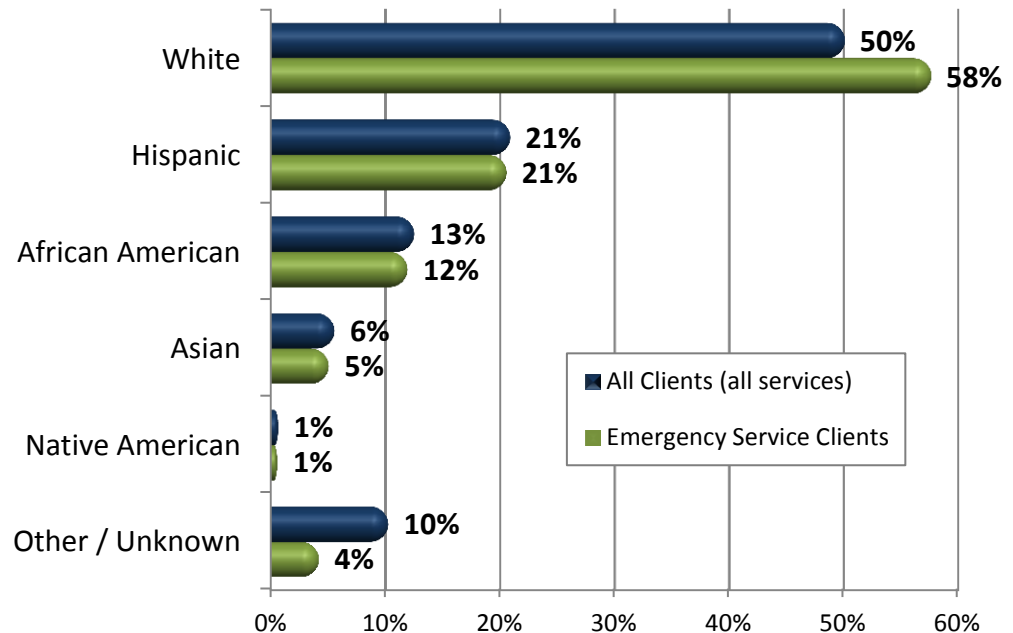
** Source: American Community Survey 2009.

WHAT KINDS OF SERVICES ARE BEING USED?

*Emergency Services and Ethnicity**

Clients who utilized emergency services were more likely to be White (58% versus 50%) than the general client population.

Comparison of Emergency Service Clients and General Service Clients by Ethnicity



*9,564 total clients received emergency services during FY10-11 from EPU and/or PERT. Of these, 963 received services more than once resulting in 8,601 unique (unduplicated) clients receiving emergency services from PERT and/or EPU in FY10-11.

WHAT KINDS OF SERVICES ARE BEING USED?

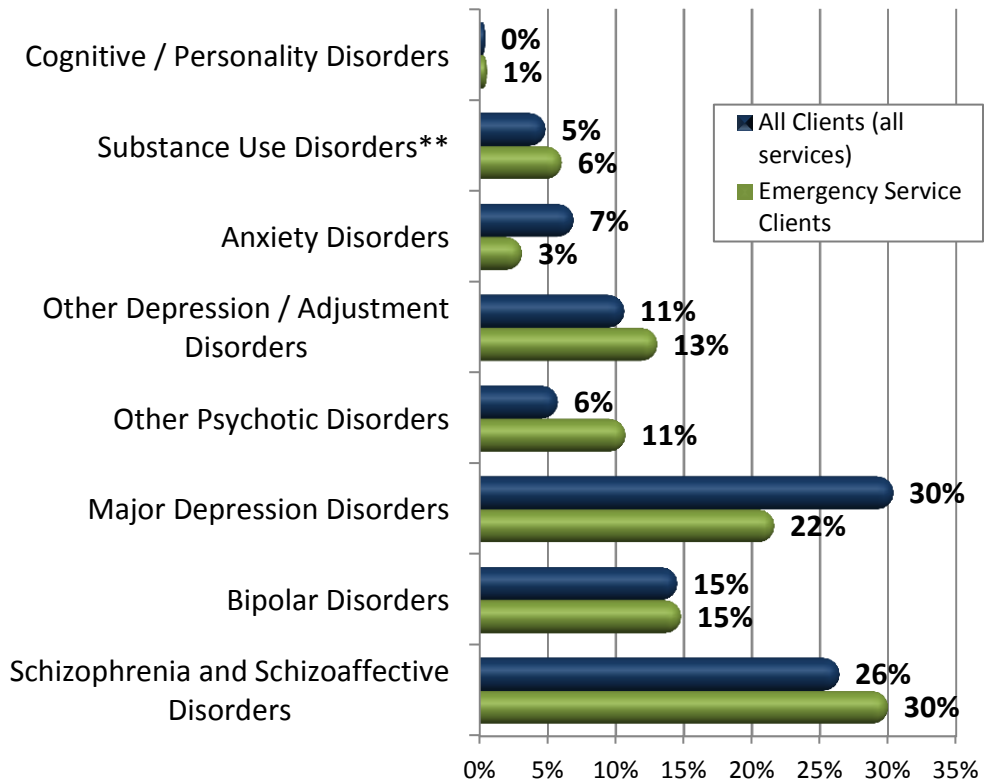
Emergency Services and Primary Diagnosis*

Emergency service clients were most likely to be diagnosed with Schizophrenia and Schizoaffective Disorders (30%) or Major Depression Disorders (22%).

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Comparison of Emergency Service Clients and General Services Clients by Primary Diagnosis

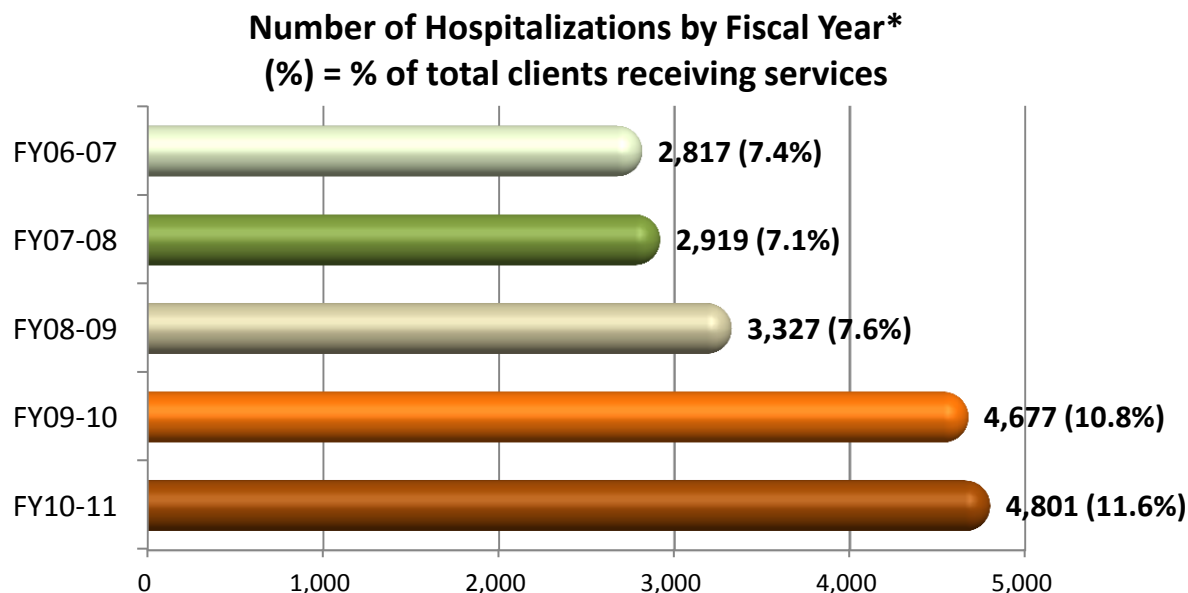


WHAT KINDS OF SERVICES ARE BEING USED?

*Hospitalizations**

► San Diego County inpatient facilities provide services for clients who are a danger to themselves or others, or who are gravely disabled. Inpatient treatment is available through either the San Diego County Psychiatric Hospital, or through contracted Fee-for-Service hospitals. These facilities are located throughout the County.

► 4,801 (unduplicated)* clients were hospitalized at least once in FY10-11 representing 12% of clients receiving services during the fiscal year.



* A total of 5,147 clients were hospitalized at some time during FY10-11, with 346 hospitalized at San Diego County Psychiatric Hospital and at least one Fee-for-Service facility. The number of unique (unduplicated) clients hospitalized during FY10-11 at either/or both of these types of facilities was 4,801.

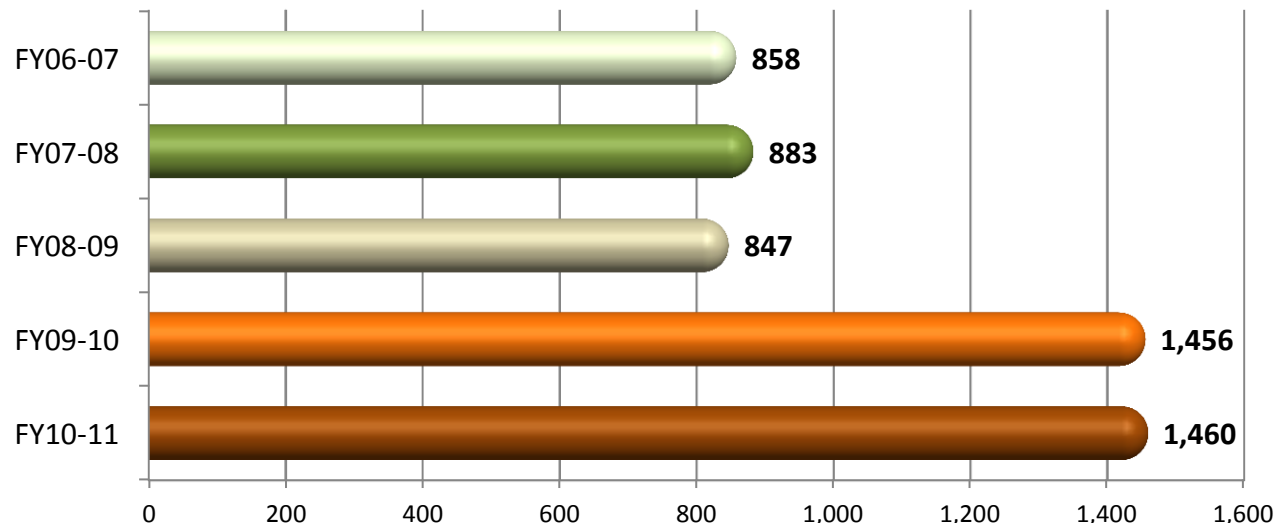
WHAT KINDS OF SERVICES ARE BEING USED?

*Multiple Hospitalizations**

► 30% of the hospitalized clients (unduplicated) in FY10-11 were re-hospitalized at some time during the fiscal year.

► While current hospitalizations appear to have increased sharply over FY08-09 (72%), this increase is due, mainly, to implementation of an improved process to collect data on indigent clients.

**Number of Clients Hospitalized Multiple Times
by Fiscal Year* (unduplicated)**



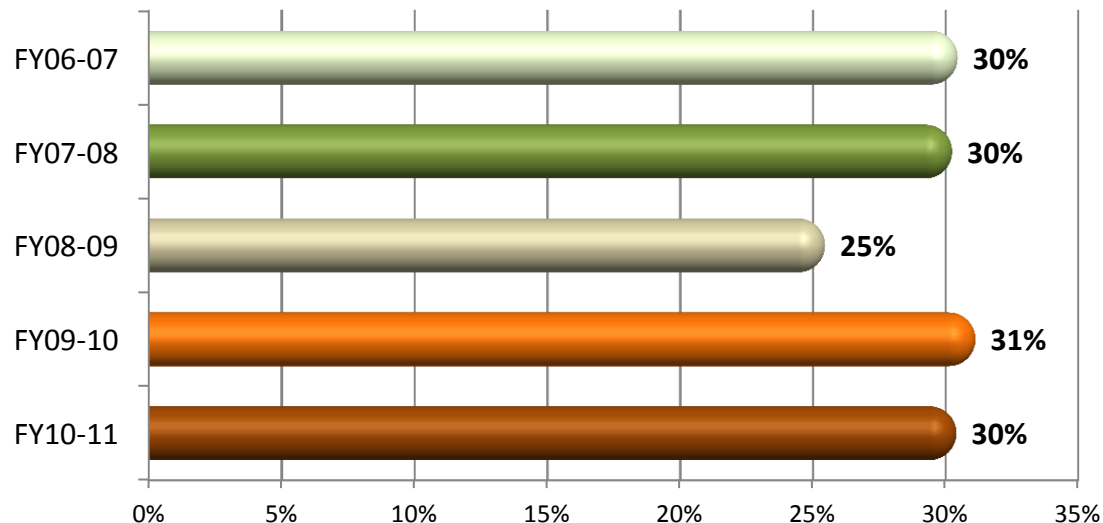
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WHAT KINDS OF SERVICES ARE BEING USED?

*Multiple Hospitalizations**

- In FY10-11 among all hospitalized clients, the proportion of those hospitalized more than once decreased slightly when compared to FY09-10 (from 31% to 30%), and were comparable to the figures for FY06-07 and FY07-08.
- The lower FY08-09 rate may have been related to the changeover in the Management Information System in October of 2009.

Proportion of Hospitalized Clients Who Were Hospitalized More Than Once (unduplicated)



* A total of 5,147 clients were hospitalized at some time during FY10-11, with 346 hospitalized at San Diego County Psychiatric Hospital and at least one Fee-for-Service facility. The number of unique (unduplicated) clients hospitalized during FY10-11 at either/or both of these types of facilities was 4,801.

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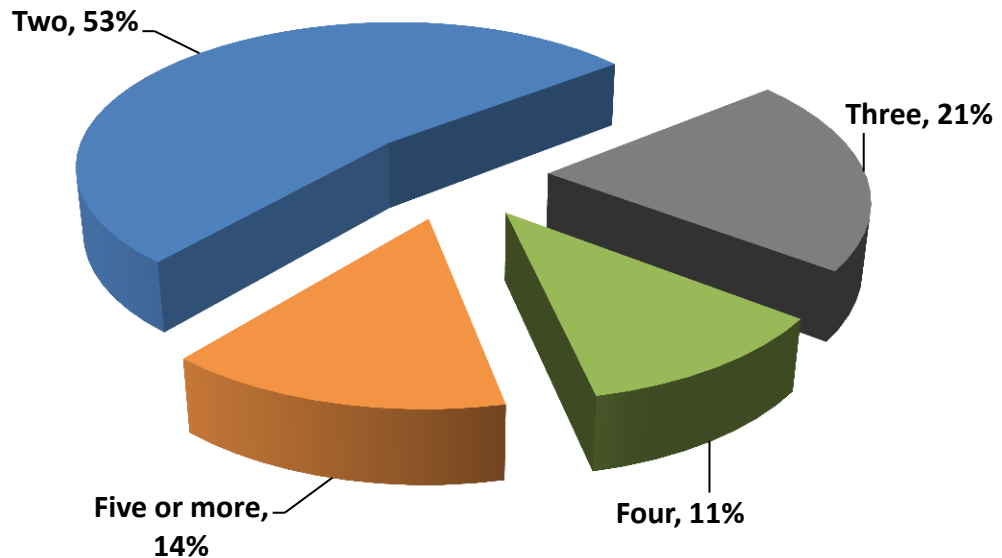
*Multiple Hospitalizations**

► 4,801 clients, representing 12% of all adult clients, were hospitalized at least once in FY10-11.

► Of those 4,801 clients, 1,460 (30%) were hospitalized multiple times. Of those:

- 53% were hospitalized twice
- 21% three times
- 11% four times
- 14% five or more times (during the fiscal year)

Number of Times Hospitalized for Those With Multiple Hospitalizations



* A total of 5,147 clients were hospitalized at some time during FY10-11, with 346 hospitalized at San Diego County Psychiatric Hospital and at least one Fee-for-Service facility. The number of unique (unduplicated) clients hospitalized during FY10-11 at either/or both of these types of facilities was 4,801.

WHAT KINDS OF SERVICES ARE BEING USED?

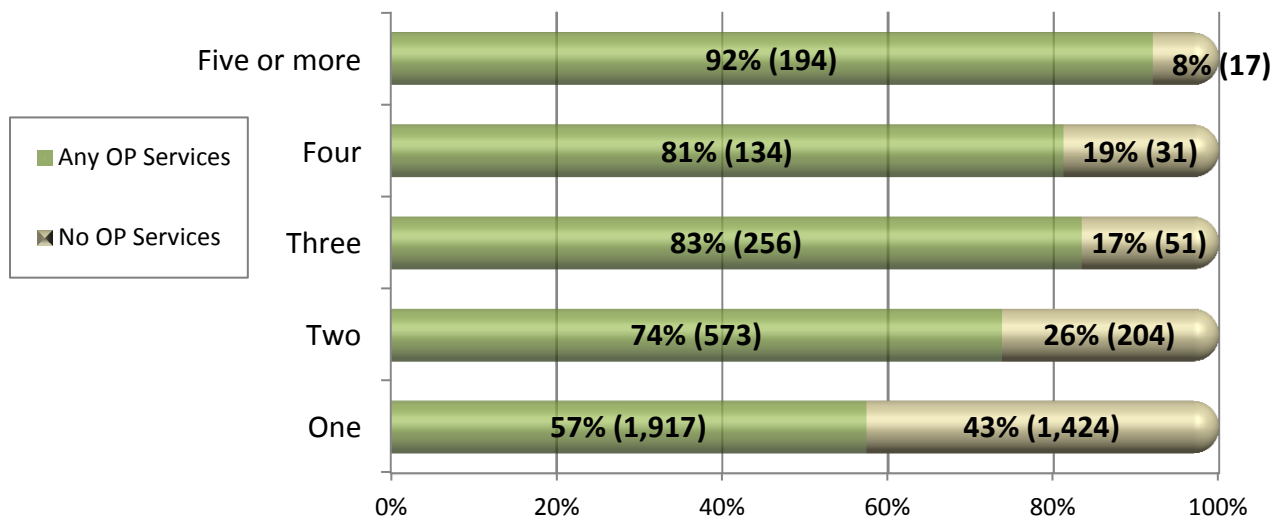
Multiple Hospitalizations and Service Use*

► During FY10-11 only 8% of clients with five or more hospitalizations did not utilize some other form of Adult Mental Health Services (outpatient, case management, FSP, or Fee-for-Service).

► As the number of hospitalizations increased, utilization of Adult Mental Health Services among clients tended to increase which may be an indicator of the severity of their mental illness and need for greater support.

► 26% of clients with two or more hospitalizations did not utilize some other form of Adult Mental Health Services.

Hospitalizations by Service Use



* A total of 5,147 clients were hospitalized at some time during FY10-11, with 346 hospitalized at San Diego County Psychiatric Hospital and at least one Fee-for-Service facility. The number of unique (unduplicated) clients hospitalized during FY10-11 at either/or both of these types of facilities was 4,801.

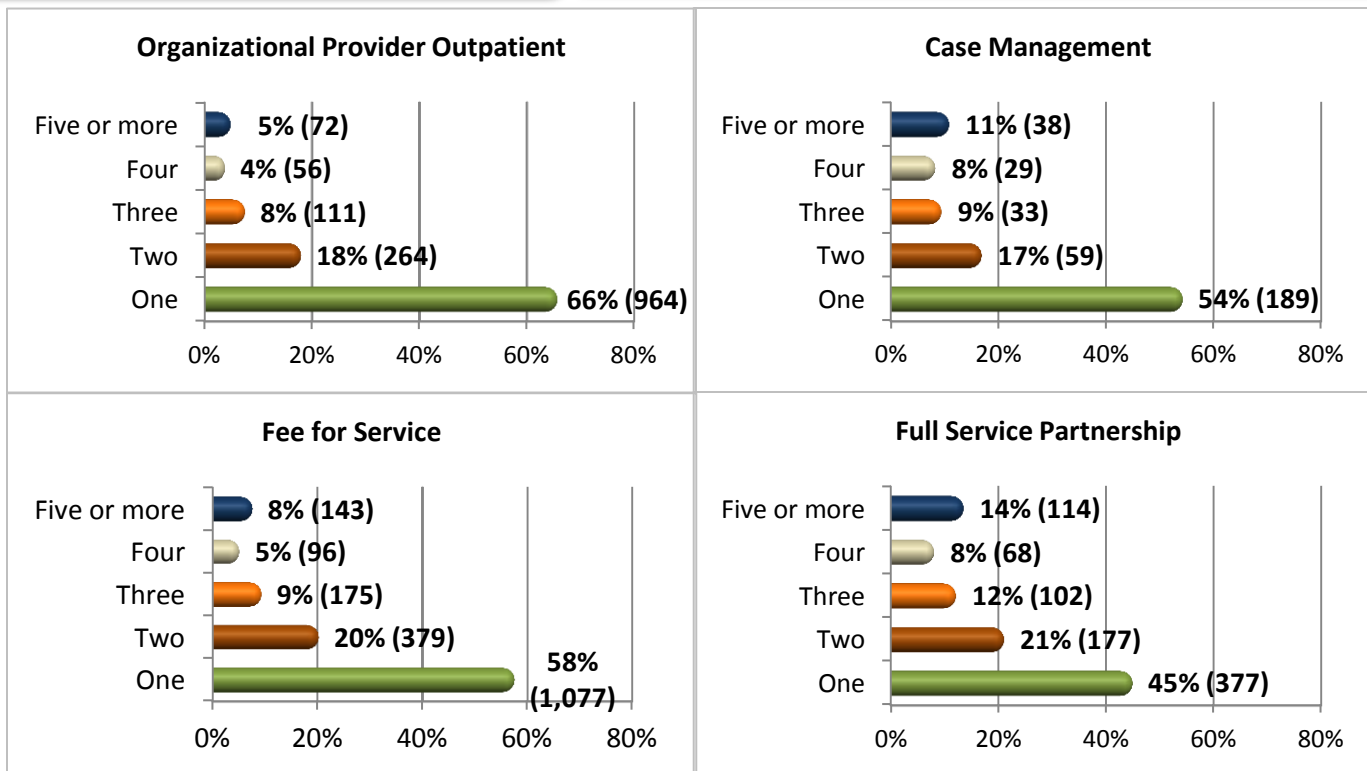
WHAT KINDS OF SERVICES ARE BEING USED?

Multiple Hospitalizations* and Level of Care

The levels of care in the San Diego County Adult Mental Health Services System are designed to address differing client needs in terms of severity of illness and life situation. Across all levels of care, 12% of adult clients were hospitalized at least once during FY10-11.

- Clients receiving outpatient services through either the Fee-for-Service or Organizational Provider Outpatient clinics were more likely to have only one hospitalization.
- Clients requiring more intensive services such as Case Management or Full Service Partnerships were more likely to have multiple hospitalizations.

Number of Hospitalizations



* A total of 5,147 clients were hospitalized at some time during FY10-11, with 346 hospitalized at San Diego County Psychiatric Hospital and at least one Fee-for-Service facility. The number of unique (unduplicated) clients hospitalized during FY10-11 at either/or both of these types of facilities was 4,801.

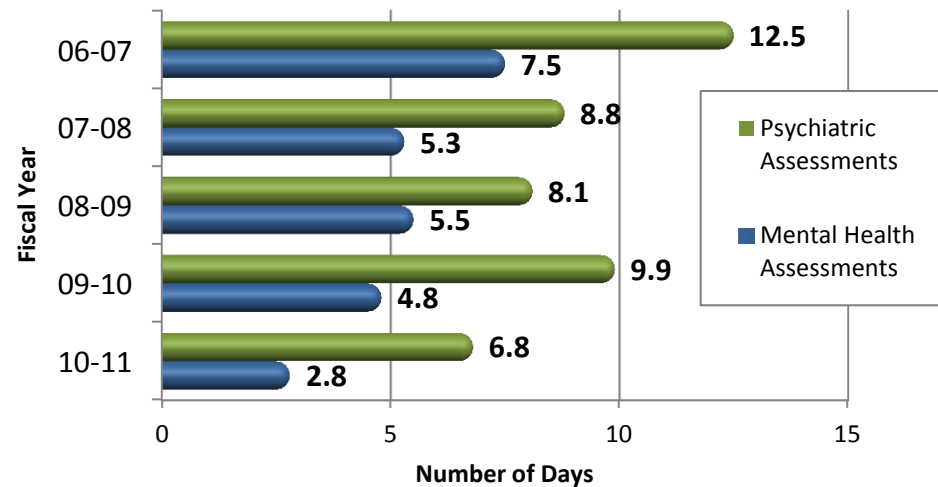
ACCESSIBILITY OF SERVICES

Wait Times

In order to measure wait times, providers reported the wait time for both routine mental health and psychiatric assessments.

- Average wait times for routine mental health assessments decreased from 7.5 days in FY06-07 to 2.8 days in FY10-11. This may largely be due to the implementation of walk-in hours at most clinics and the start up of 3 walk-in assessment centers.
- Average wait times for psychiatric assessments have similarly trended downwards over the past five fiscal years, from 12.5 days in FY06-07 to 6.8 days in FY10-11.

Average Wait Time in Days for Psychiatric and Mental Health Assessments

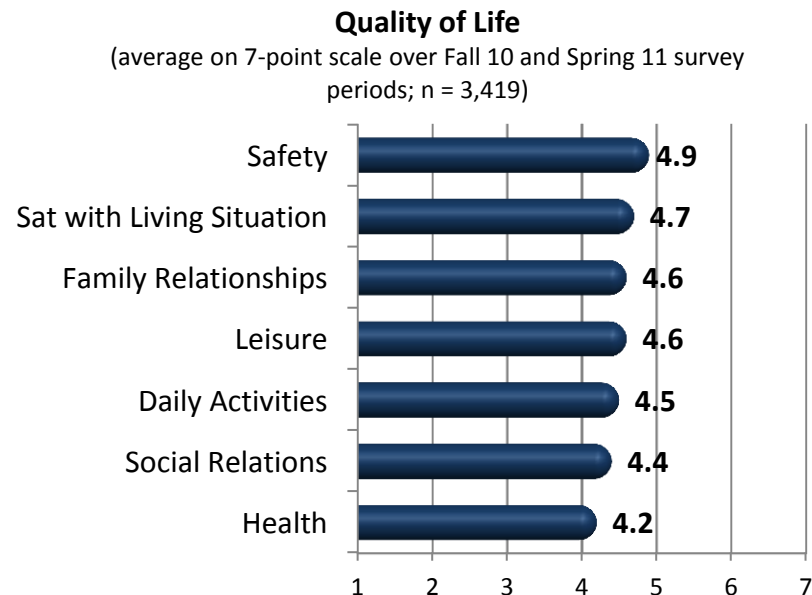


DO CLIENTS GET BETTER?

Quality of Life

Rehabilitation and recovery emphasizes continued individual growth, which is reflected in enhanced Quality of Life (QoL). The twice-yearly consumer satisfaction survey contained a series of questions designed to assess consumer quality of life. Rating choices were on a 7-point scale ranging from “Delighted” to “Terrible.” The questions were scored to obtain seven different domains of QoL. The averaged data for the Fall 2010 and Spring 2011 consumer satisfaction survey for these questions are shown below.

- For FY10-11, average scores for all domains ranged from between 4 (mixed satisfaction) and 5 (mostly satisfied) on the 7-point scale.
- The highest QoL scores were seen for the Safety, Living Situation, Family Relationships, and Leisure domains.
- The lowest QoL score was seen for the domain ‘Health.’ This is indicative of the need to coordinate and integrate physical and mental health care. San Diego County has begun to implement care coordination and integration programs to address this need.



DO CLIENTS GET BETTER?

Arrests and Encounters with Police

The twice-yearly consumer satisfaction survey contains a series of questions asking clients to report any arrests and encounters with police during the period they were receiving mental health services, and also during the period 12 months prior to first receiving services. The averaged data for the Fall 2010 and Spring 2011 consumer satisfaction survey for these questions are shown below.

Compared to clients newer to services, a smaller percentage of clients who have been in services more than one year reported arrests in the past twelve months.

Compared to clients newer to services, a slightly larger percentage of clients who have been in services more than one year reported increased encounters with police in the past twelve months.

Reported arrests and encounters for those in services LESS than 1 year

Were you arrested during the last 12 months?

(n = 1,303)

- Yes: 13%
- No: 87%

Were you arrested during the 12 months prior to that?

(n = 1,264)

- Yes: 18%
- No: 82%

Over the last year, have your encounters with the police . . .

(n = 461)

- Been reduced: 61%
- Stayed the same: 30%
- Increased: 9%

Reported arrests and encounters for those in services MORE than 1 year

Were you arrested during the last 12 months?

(n = 2,415)

- Yes: 8%
- No: 92%

Were you arrested during the 12 months prior to that?

(n = 2,383)

- Yes: 9%
- No: 91%

Over the last year, have your encounters with the police . . .

(n = 647)

- Been reduced: 59%
- Stayed the same: 29%
- Increased: 12%

ARE CLIENTS SATISFIED WITH SERVICES?

Consumer Satisfaction

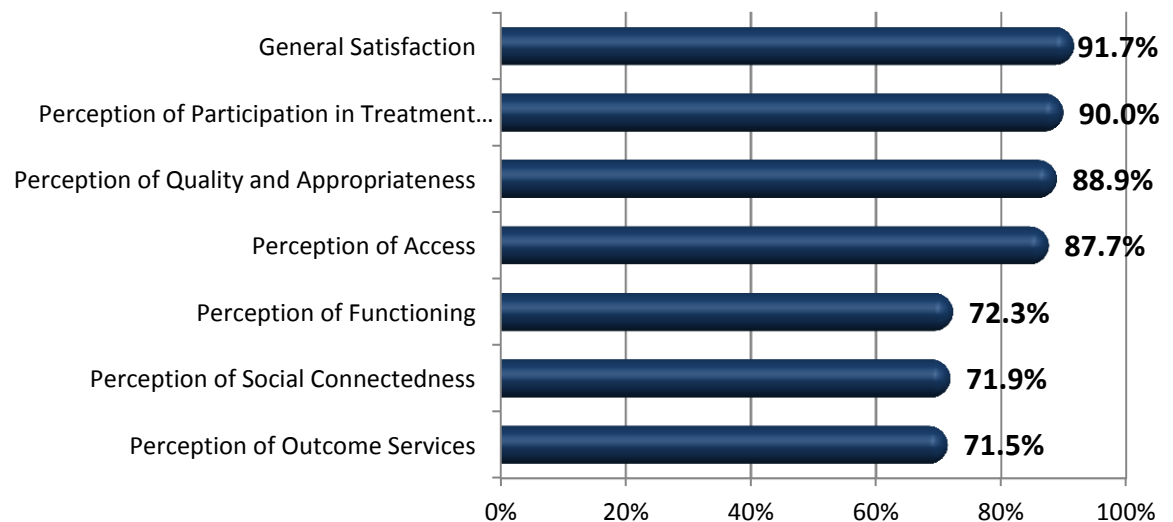
The twice-yearly consumer satisfaction survey contained a series of questions designed to assess consumer satisfaction with services. Rating choices were on a 5-point scale ranging from “Strongly Agree” to “Strongly Disagree.” Information from the survey was scored to create seven different domains of satisfaction. The averaged data for the Fall 2010 and Spring 2011 consumer satisfaction survey for these questions are shown below.

- Similar to FY09-10, during FY10-11, at least 90% of consumers reported they “agreed” or “strongly agreed” with statements reflecting their general satisfaction with services.
- The “Perception of Functioning,” “Perception of Social Connectedness,” and “Perception of Outcomes Services” domains had the lowest reported level of satisfaction across the Fall 2010 and Spring 2011 survey periods. This was also seen in the FY08-09 survey periods, and is the typical pattern for these subscales.

Consumer Satisfaction with Services

(% Satisfied or Very Satisfied with Services;

Average over Fall 10 and Spring 11 survey periods (n = 3,419)



COUNTY OF SAN DIEGO HEALTH AND HUMAN SERVICES AGENCY



OLDER ADULT CLIENTS (OA)

SYSTEMWIDE ANNUAL REPORT

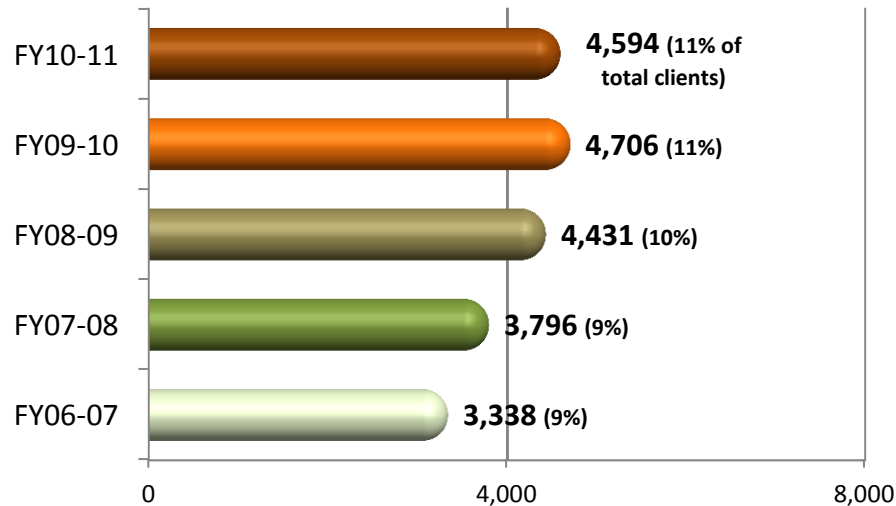
**FISCAL YEAR
2010 - 2011**

WHO ARE WE SERVING?

Total Older Adult Clients

- ▶ In Fiscal Year 2010-2011, San Diego County delivered mental health services to 4,594 older adults (age 60 or older).
- ▶ OA clients represent 11% of the 41,622 clients who received services in the adult system during the Fiscal Year 2010-11.
- ▶ The proportion of OA clients (out of total clients) has slightly increased over the past 5 fiscal years, leveling off in the past two years at 11%.
- ▶ The number of OA clients served has increased 38% from FY06-07 to FY10-11 (3,338 in FY06-07 to 4,594 in FY10-11).

Number of Older Adult Clients Served
by Fiscal Year

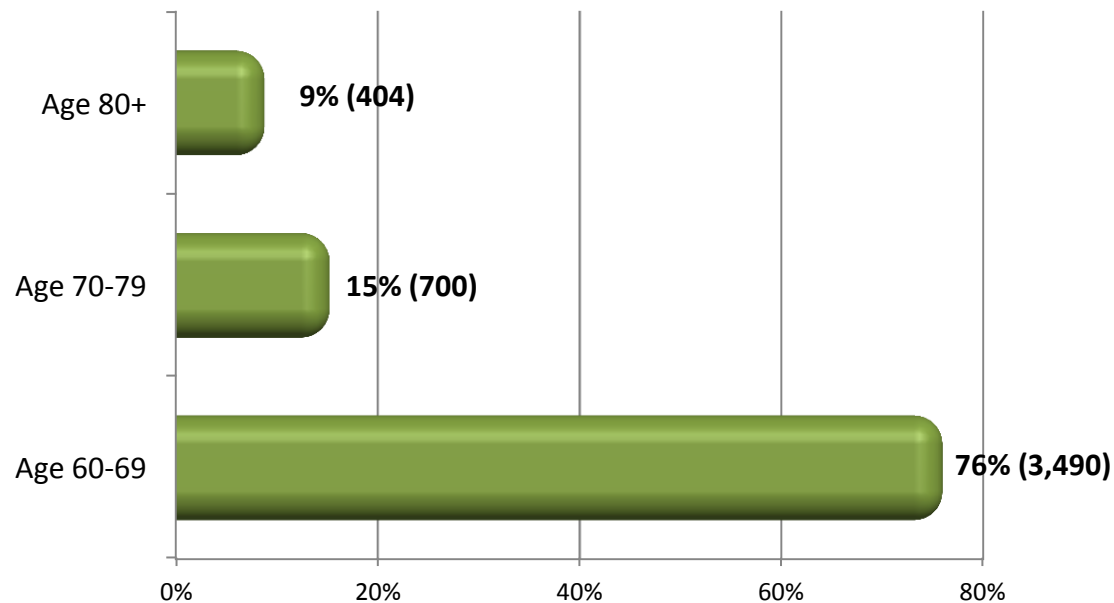


WHO ARE WE SERVING?

Older Adult Client Age

- ▶ 76% of OA clients were between the ages of 60 and 69.
- ▶ This is similar (within 1%) to the distribution for past fiscal years.

Older Adult Age Distribution FY10-11

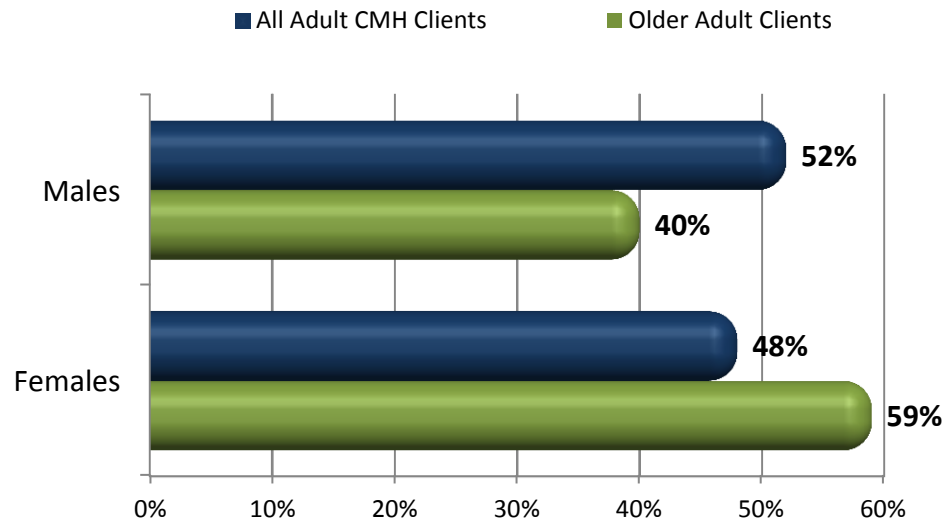


WHO ARE WE SERVING?

Older Adult Client Gender

- ▶ OA clients were more likely to be female compared to the overall client population.
- ▶ The proportions are similar (within 1%) to that seen for past fiscal years.

Older Adult Gender Distribution FY10-11

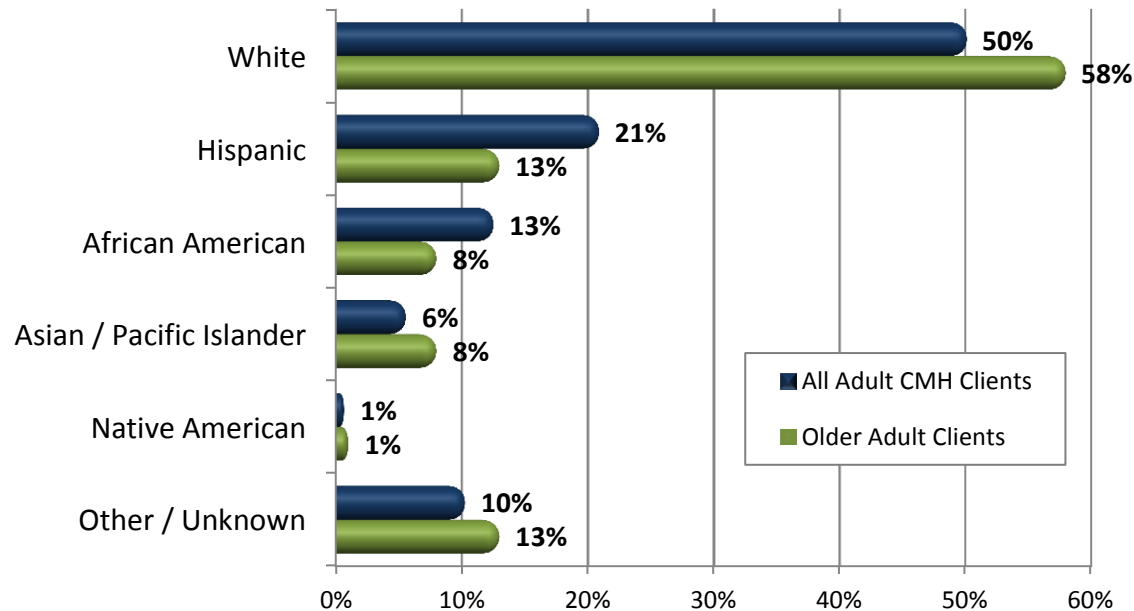


WHO ARE WE SERVING?

Older Adult Client Ethnicity and Race

- ▶ OA clients were more likely to be White compared to the overall client population.
- ▶ Hispanic and African American OA clients were under-represented compared to the overall client population.

Older Adult Race/Ethnicity Distribution FY10-11

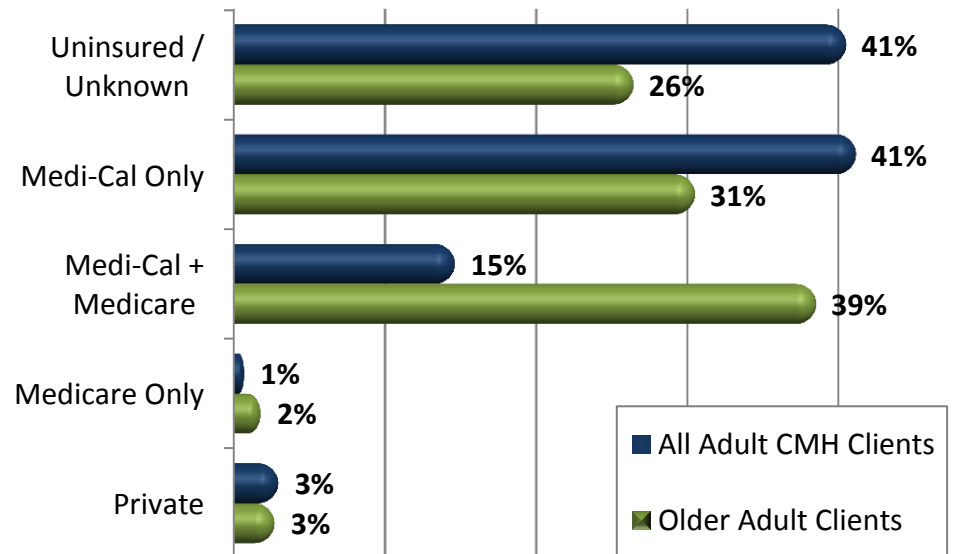


WHO ARE WE SERVING?

Older Adult Client Insurance Status

- ▶ The majority of OA clients served in FY10-11 were insured by a combination of Medi-Cal and Medicare (39%) or Medi-Cal only (31%).
- ▶ 26% of OA clients were uninsured or of unknown insurance type. The large majority who fell into this category were uninsured.

Older Adult Insurance Status FY10-11

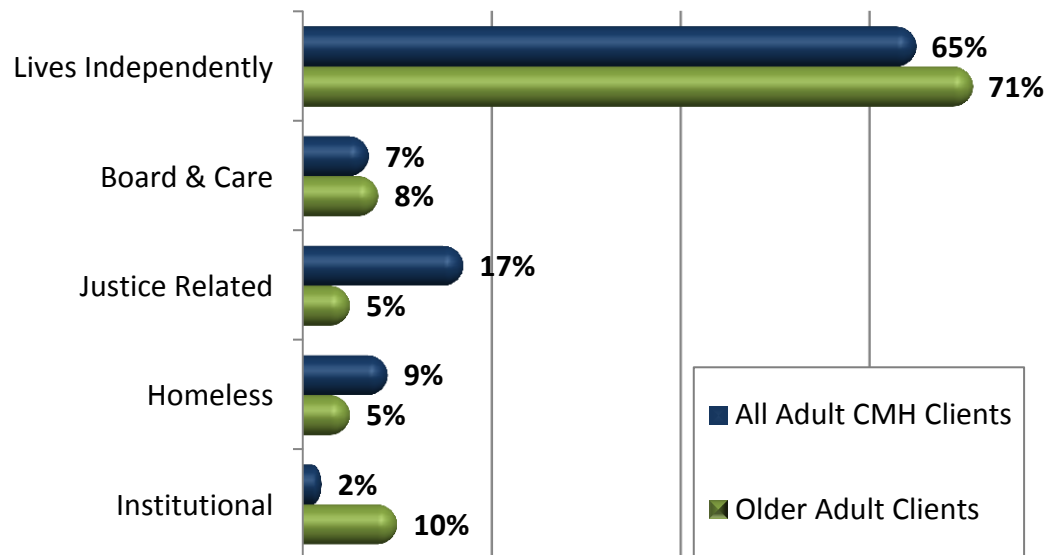


WHO ARE WE SERVING?

Older Adult Client Living Situation

- ▶ 71% of OA clients were living independently.*
- ▶ 5% of OA clients were homeless.
- ▶ 10% of OA clients were living in an institutional situation.

Older Adult Living Situation FY10-11



* Client living situation reflects their status at time of most recent client assessment.

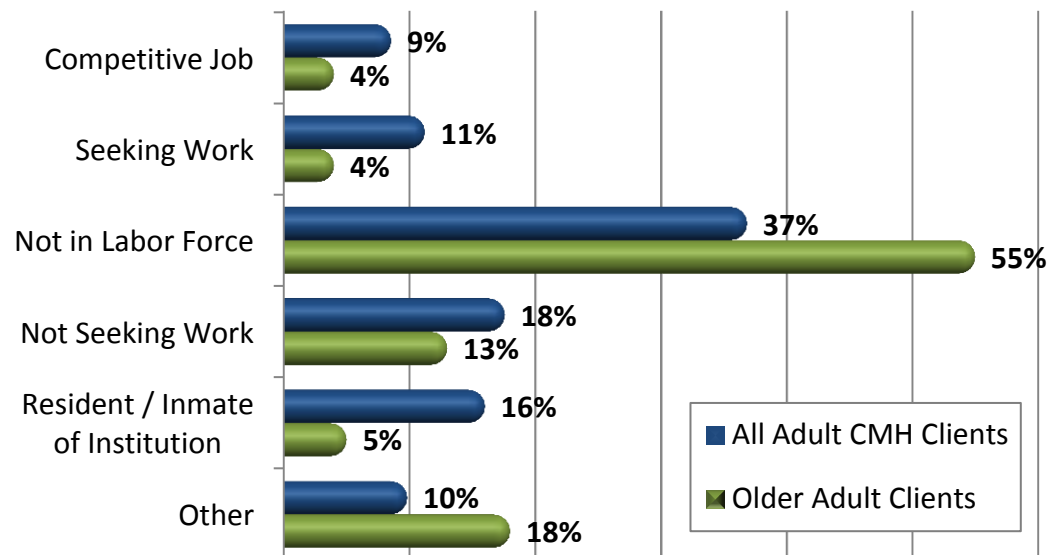
** Clients living independently includes clients living with family at the start of services.

WHO ARE WE SERVING?

Older Adult Client Employment Status

► The largest proportion of OA clients (55%) were not currently in the labor force.

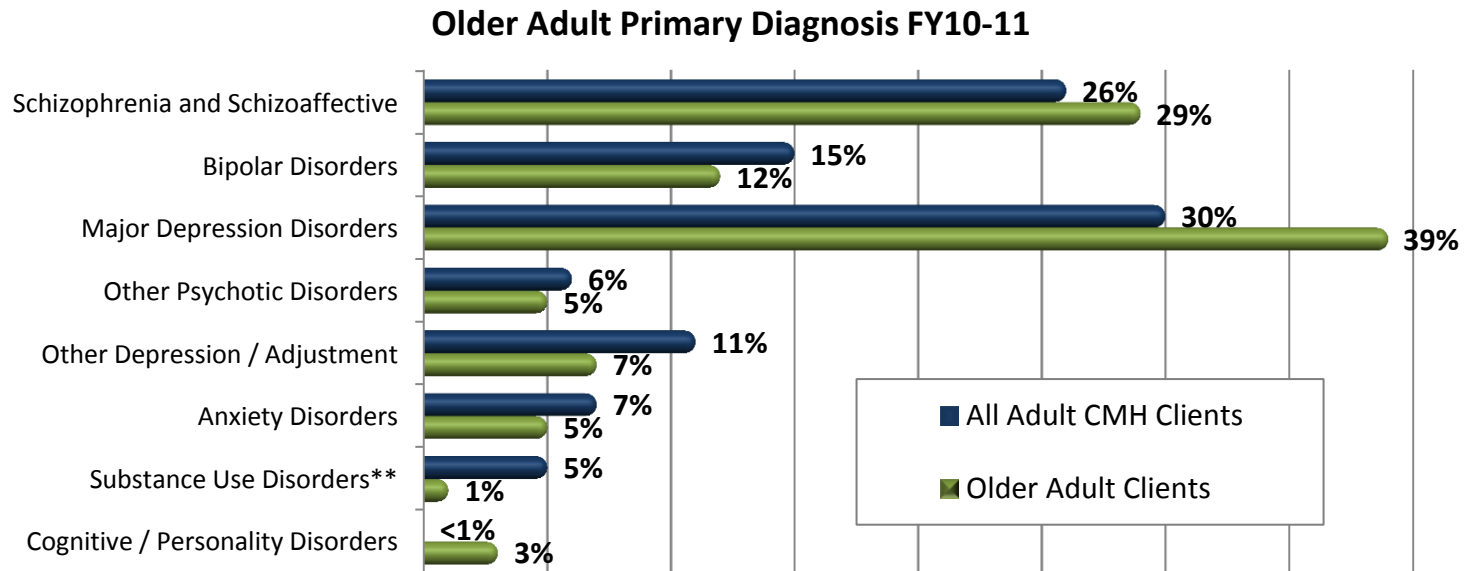
Older Adult Employment Status FY10-11



WHO ARE WE SERVING?

Older Adult Client Primary Diagnosis*

► The most common diagnoses among OA clients who received services in FY10-11 was Major Depression Disorder, followed by Schizophrenia/Schizoaffective Disorder.



*The information presented above represents data for the 3,650 OA clients who received services from County contracted organizational providers during FY10-11, and for whom a primary diagnosis was available. Of the 4,594 clients who received services during FY10-11, approximately 1,000 clients were served by the Fee-for-Service (FFS) system and/or PERT services which do not enter diagnosis information into Anasazi.

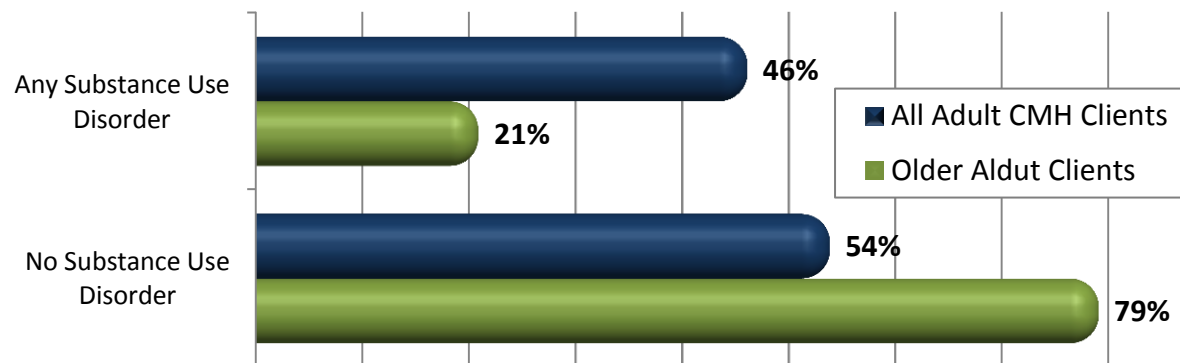
** Although Substance Use Disorders are generally not considered a primary diagnosis in the Mental Health System, clients are sometimes diagnosed as such at an initial assessment. In the absence of a qualifying alternative primary diagnosis that takes its place at subsequent assessment, the diagnosis remains in the MIS system. This may occur, for example, when a client enters the MHS through such pathways as Jail or Emergency Psychiatric Unit services.

WHO ARE WE SERVING?

Older Adult Client Dual Diagnosis*

► Of the 3,650 OA clients with a mental health diagnosis in their records, 21% (762) also had a diagnosis of Substance Abuse Disorder. This contrasts with the 46% seen for the overall client population.

Percentage of Older Adult Clients with a Diagnosis of Substance Abuse Disorder in Addition to Mental Illness FY10-11



*The information presented above represents data for the 3,650 OA clients who received services from County contracted organizational providers during FY10-11, and for whom a primary diagnosis was available. Of the 4,594 clients who received services during FY10-11, approximately 1,000 clients were served by the Fee-for-Service (FFS) system and/or PERT services which do not enter diagnosis information into Anasazi.

WHAT KINDS OF SERVICES ARE BEING USED?

Older Adult Client Types of Services*

	Older Adult Clients		All Adult Clients	
Outpatient Services	Total Clients	% of Total	Total Clients	% of Total
Case Management	855	19%	2,334	6%
Outpatient Programs	1,426	31%	13,594	33%
Fee for Service	1,099	24%	10,233	25%
Original FSPs	235	5%	1,217	3%
Outpatient FSPs	72	2%	1,421	3%
Community Clinics	72	2%	1,052	3%
Emergency Services	Total Clients	% of Total	Total Clients	% of Total
EPU	237	5%	4,681	11%
PERT	852	19%	4,883	12%
Forensic Services	Total Clients	% of Total	Total Clients	% of Total
Jail	367	8%	10,540	26%
24 hour Services	Total Clients	% of Total	Total Clients	% of Total
Crisis Residential	60	1%	1,632	4%
IMD	10	0%	274	1%
Edgemoor	41	1%	104	0%
Residential	6	0%	104	0%
Skilled Nursing Facility	19	0%	89	0%
Inpatient Admissions	Total Clients	% of Total	Total Clients	% of Total
County Hospital	62	1%	1,594	4%
FFS Hospitals	226	5%	3,553	9%
TOTAL CLIENTS SERVED	4,594		41,222	

Compared to the overall client population OA clients used:

- A greater proportion of Case Management and Psychiatric Emergency Response Team (PERT) services.
- A smaller proportion of Emergency Psychiatric Unit (EPU), Forensic (jail -based), and Inpatient services.

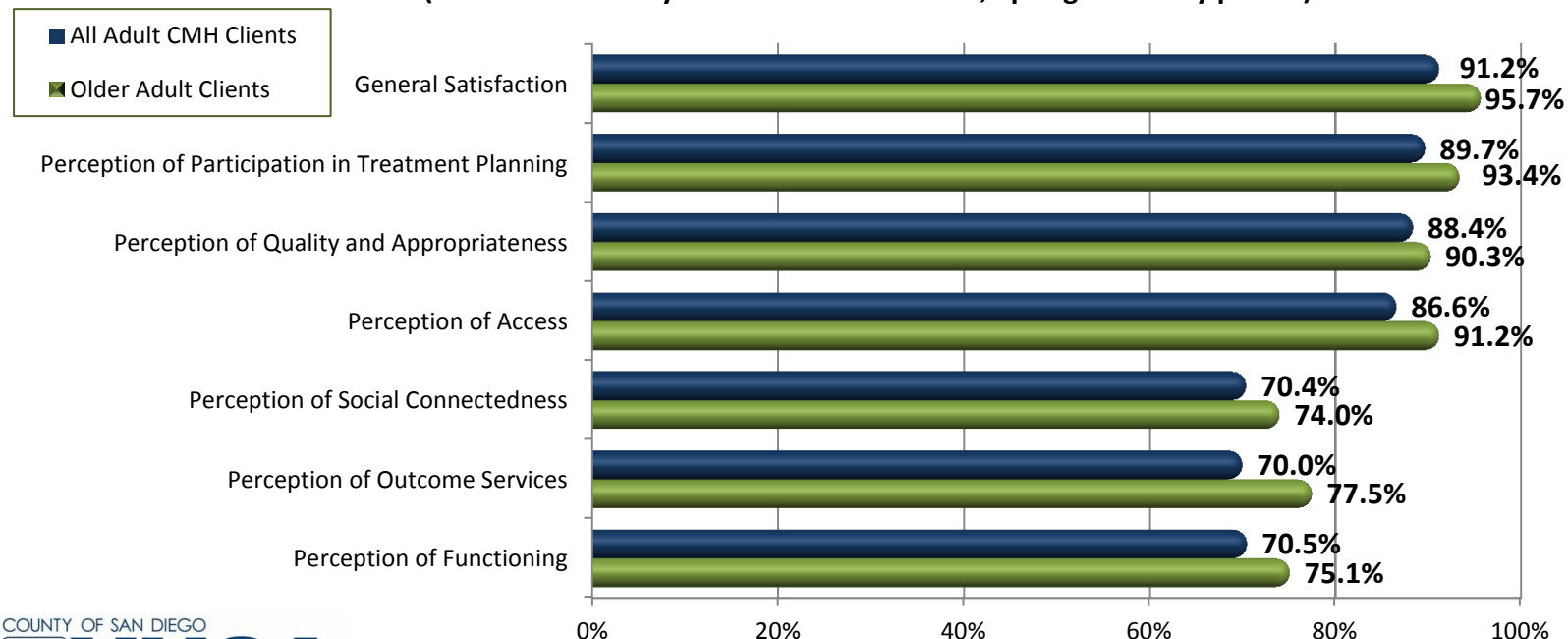
*Clients may use more than one service and so may be represented in more than one service type category.

ARE CLIENTS SATISFIED WITH SERVICES?

Older Adult Client Consumer Satisfaction

- Overall, OA clients reported a higher level of satisfaction with services as compared to all adult clients.
- 95.7% of OA clients reported they “agreed” or “strongly agreed” with statements reflecting general satisfaction.
- As with adult clients of all ages, the Perception of Functioning, Perception of Outcomes Services, and Perception of Social Connectedness domains had the lowest reported level of satisfaction for the Spring 2011 survey period.

Older Adult Consumer Satisfaction with Services
(% Satisfied or Very Satisfied with Services; Spring 11 survey period)



COUNTY OF SAN DIEGO HEALTH AND HUMAN SERVICES AGENCY



TRANSITION AGE YOUTH CLIENTS (TAY)

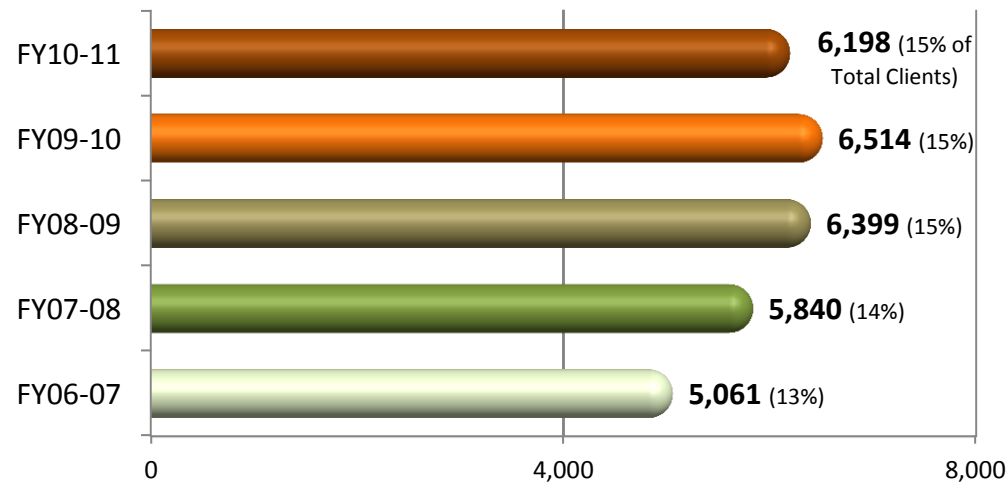
SYSTEMWIDE ANNUAL REPORT FISCAL YEAR 2010 - 2011

WHO ARE WE SERVING?

Total Transition Age Youth Clients

- ▶ In Fiscal Year 2010-2011, San Diego County delivered mental health services to 6,198 TAY clients (ages 18 to 24). Note: Some clients were included who were under 18 and received adult services.
- ▶ TAY clients represented 15% of the 41,222 clients who received services in the adult system during the Fiscal Year 2010-11.
- ▶ The proportion of TAY clients (out of total clients) has slightly increased over the past 5 fiscal years, leveling off in the past three years at 15%.
- ▶ The number of TAY clients served has increased 22% from FY06-07 to FY10-11 (5,061 in FY06-07 to 6,198 in FY10-11).

Number of Transition Age Youth Served by Fiscal Year

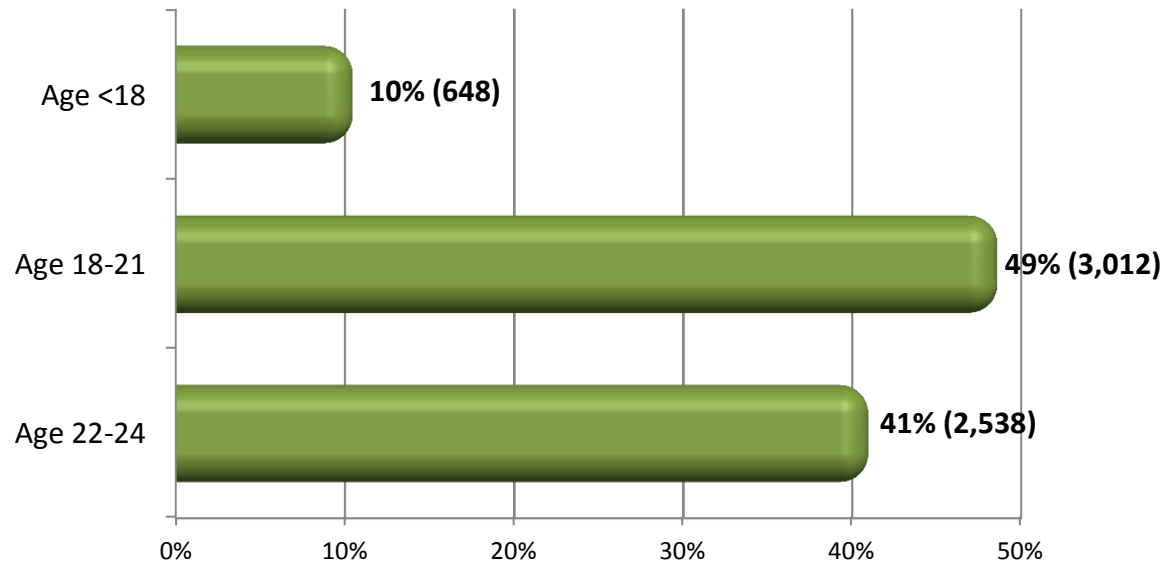


WHO ARE WE SERVING?

Transition Age Youth Client Age

- ▶ 49% of TAY clients were between the ages of 18 and 21.
- ▶ This is similar (within 1%) to the distribution for past fiscal years.

Transition Age Youth Age Distribution FY10-11

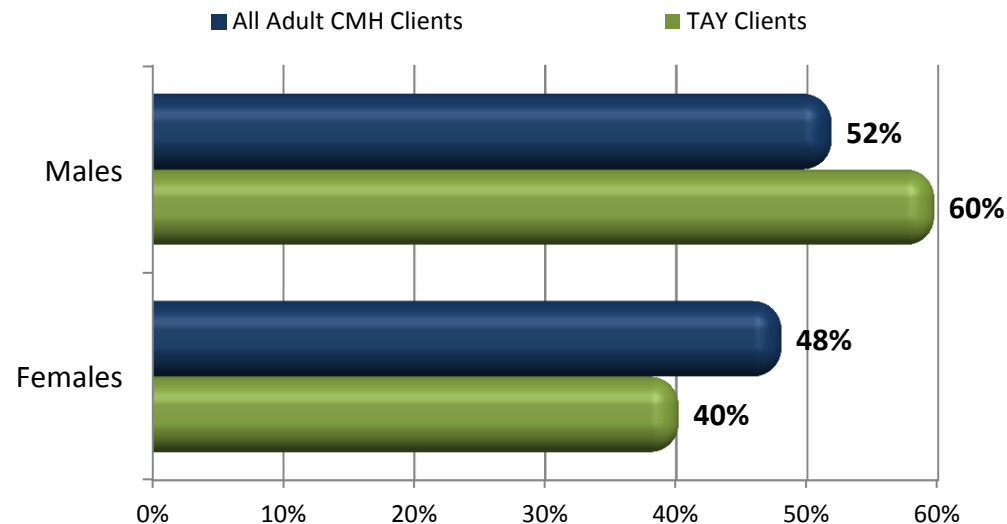


WHO ARE WE SERVING?

Transition Age Youth Client Gender

- ▶ TAY clients were more likely to be male compared to the overall client population.
- ▶ The proportion of male TAY clients has increased over the past 5 fiscal years from 56% in FY06-07 to 60% in FY10-11.

Transition Age Youth Gender Distribution FY10-11

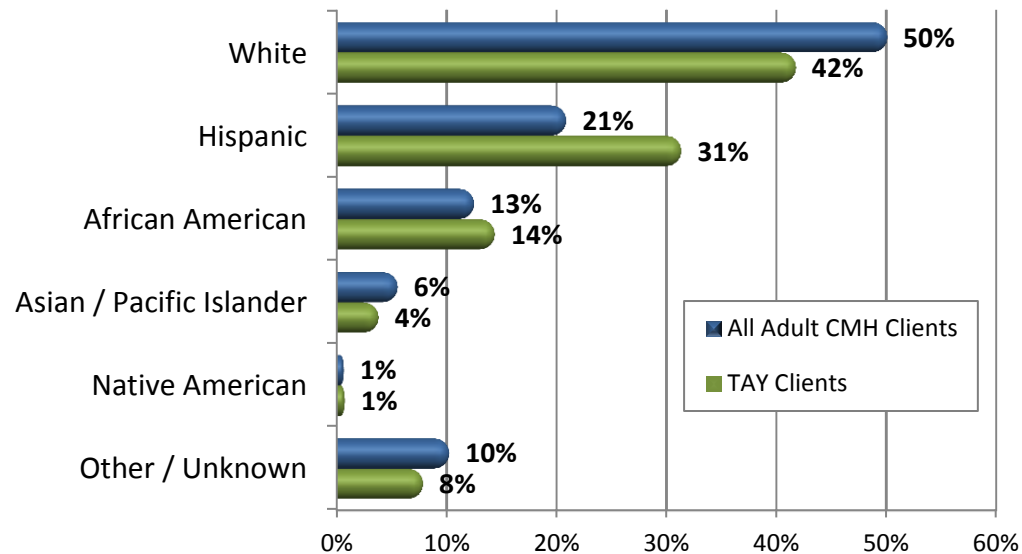


WHO ARE WE SERVING?

Transition Age Youth Client Ethnicity and Race

► TAY clients were more likely to be Hispanic compared to the overall adult client population.

Transition Age Youth Race/Ethnicity Distribution
FY10-11

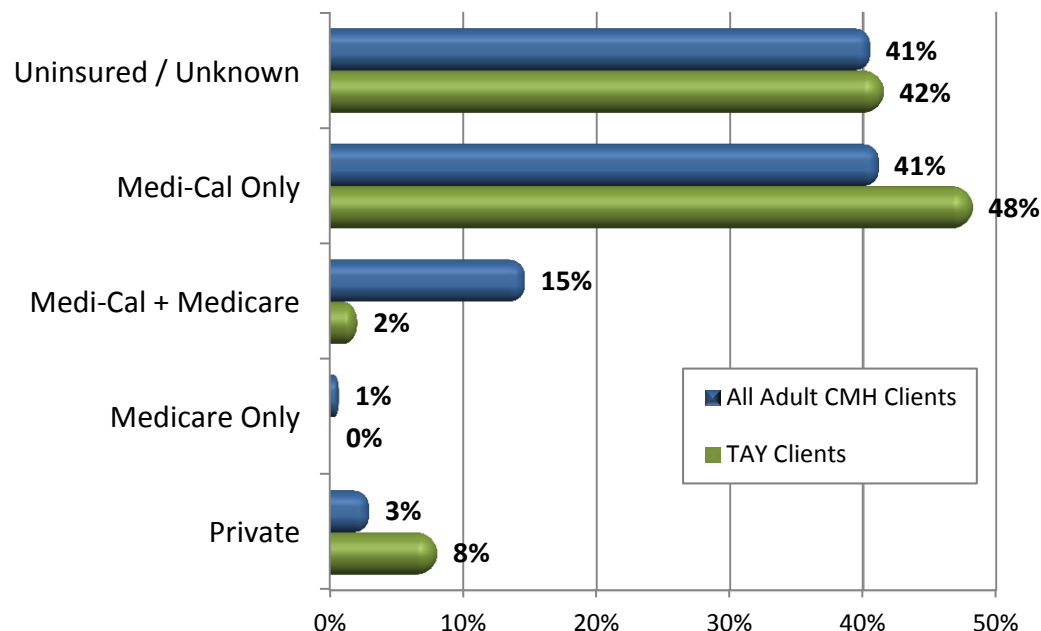


WHO ARE WE SERVING?

Transition Age Youth Insurance Status

- ▶ The majority of TAY clients served in FY10-11 were insured by Medi-Cal only (48%).
- ▶ 42% of TAY clients were uninsured or of unknown insurance type. The large majority who fell into this category were uninsured.

Transition Age Youth Insurance Status FY10-11

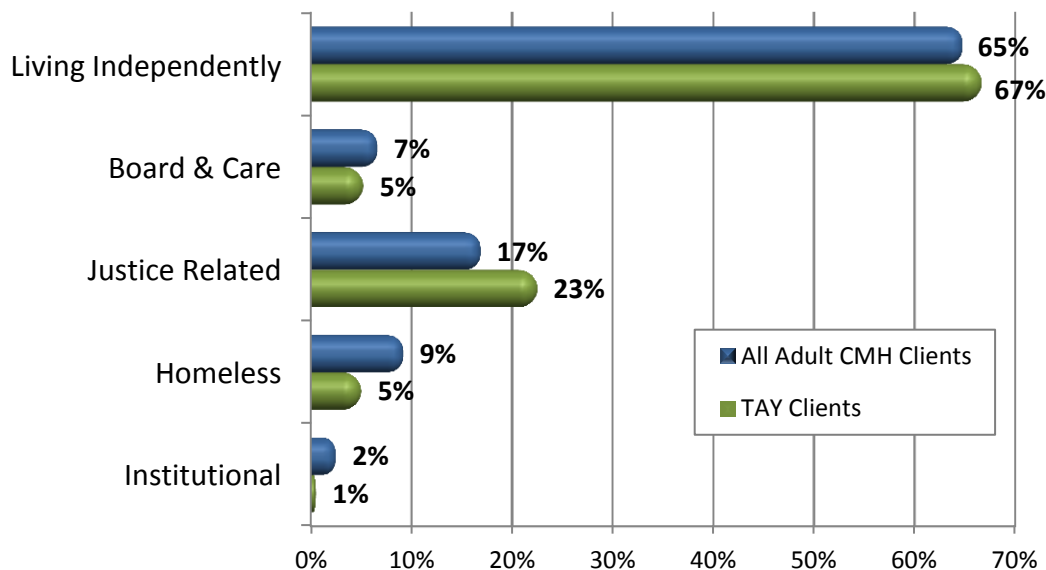


WHO ARE WE SERVING?

Transition Age Youth Client Living Situation

- ▶ 67% of TAY clients were living independently at the start of services.*
- ▶ 23% of TAY were living in Justice Related situations.
- ▶ 5% of TAY clients were homeless.

Transition Age Youth Living Situation FY10-11



* Client living situation reflects their status at time of most recent client assessment.

** Clients living independently includes clients living with family at the start of services.

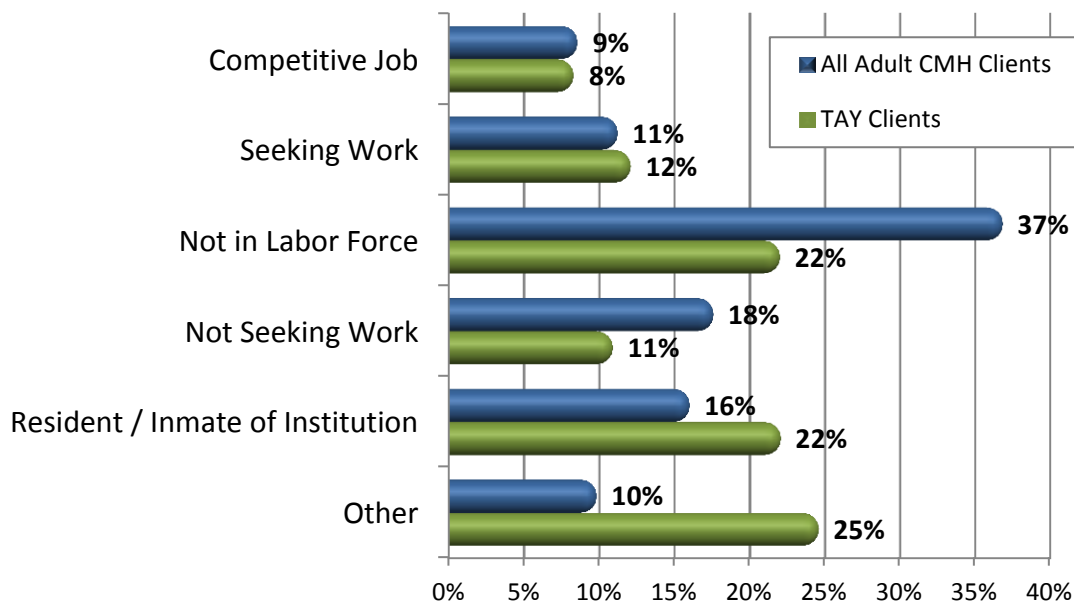
WHO ARE WE SERVING?

Transition Age Youth Client Employment Status

► 440 of 6,198 TAY clients (8%) were working in the competitive job market.

► 67% of TAY clients were either not in the labor force (22%), were residents or inmates of an institution (22%), or reported their employment status as 'other' (25%).

Transition Age Youth Employment Status

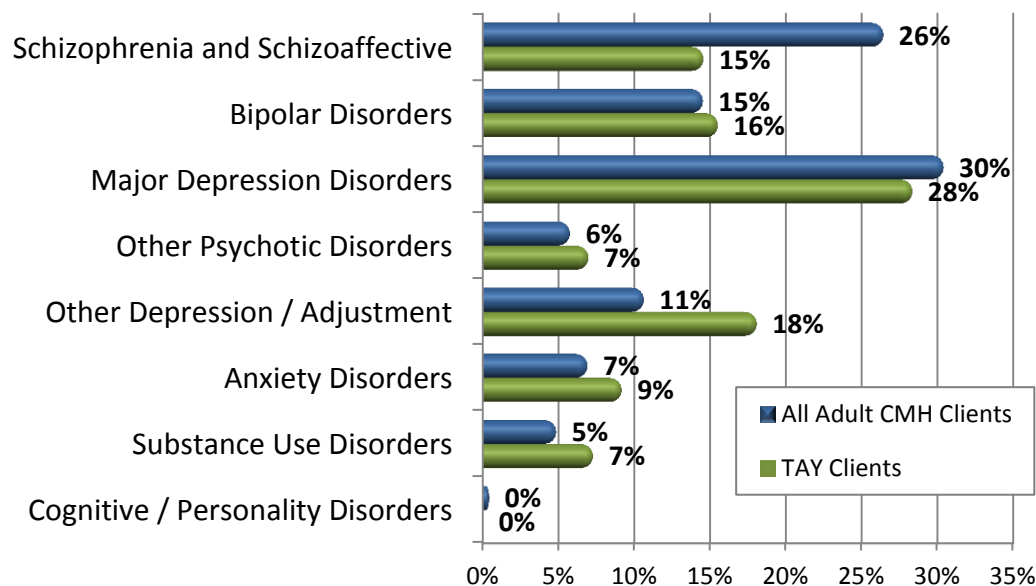


WHO ARE WE SERVING?

Transition Age Youth Client Primary Diagnosis*

► The most common diagnoses among TAY clients who received services in FY10-11 was Major Depression Disorder, followed by Other Depression/Adjustment Disorders.

Transition Age Youth Primary Diagnosis FY10-11



* The information presented above represents data for the 4,284 TAY clients who received services from County contracted organizational providers during FY10-11, and for whom a primary diagnosis was available. Of the 6,198 TAY clients who received services during FY10-11, many were served by the Fee-for-Service (FFS) system and/or PERT services which do not enter diagnosis information into Anasazi.

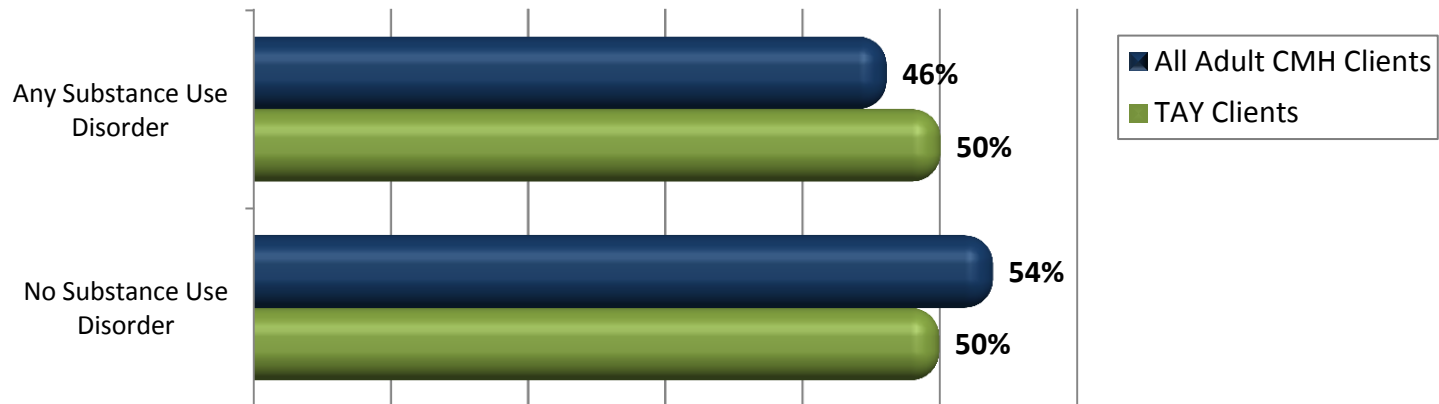
** Although Substance Use Disorders are generally not considered a primary diagnosis in the Mental Health System, clients are sometimes diagnosed as such at an initial assessment. In the absence of a qualifying alternative primary diagnosis that takes its place at subsequent assessment, the diagnosis remains in the MIS system. This may occur, for example, when a client enters the MHS through such pathways as Jail or Emergency Psychiatric Unit services.

WHO ARE WE SERVING?

Transition Age Youth Client Dual Diagnosis*

► Of the 4,284 TAY clients who had a mental health diagnosis in their records, 50% (2,144) also had a diagnosis of substance use.

Percentage of TAY Clients with a Diagnosis of Substance Abuse Disorder in Addition to Mental Illness FY10-11



* The information presented above represents data for the 4,284 TAY clients who received services from County contracted organizational providers during FY10-11, and for whom a primary diagnosis was available. Of the 6,198 TAY clients who received services during FY10-11, many were served by the Fee-for-Service (FFS) system and/or PERT services which do not enter diagnosis information into Anasazi.

WHAT KINDS OF SERVICES ARE BEING USED?

*Transition Age Youth Client Types of Services**

	TAY Clients		All Adult Clients	
Outpatient Services	Total Clients	% of Total	Total Clients	% of Total
Case Management	71	1%	2,334	6%
Outpatient Programs	1,452	23%	13,594	33%
Fee for Service	1,468	24%	10,233	25%
Original FSPs	246	4%	1,217	3%
Outpatient FSPs	161	3%	1,421	3%
Community Clinics	126	2%	1,052	3%
Emergency Services	Total Clients	% of Total	Total Clients	% of Total
EPU	806	13%	4,681	11%
PERT	1,098	18%	4,883	12%
Forensic Services	Total Clients	% of Total	Total Clients	% of Total
Jail	1,962	32%	10,540	26%
24 hour Services	Total Clients	% of Total	Total Clients	% of Total
Crisis Residential	153	2%	1,632	4%
IMD	30	0%	274	1%
Edgemoor	1	0%	104	0%
Residential	48	1%	104	0%
Skilled Nursing Facility	2	0%	89	0%
Inpatient Admissions	Total Clients	% of Total	Total Clients	% of Total
County Hospital	287	5%	1,594	4%
FFS Hospitals	669	11%	3,553	9%
TOTAL CLIENTS SERVED	6,198		41,222	

Compared to the overall client population TAY clients used:

- A greater proportion of Forensic (jail-based) and Emergency services.
- A smaller proportion of Case Management and Outpatient Program services.

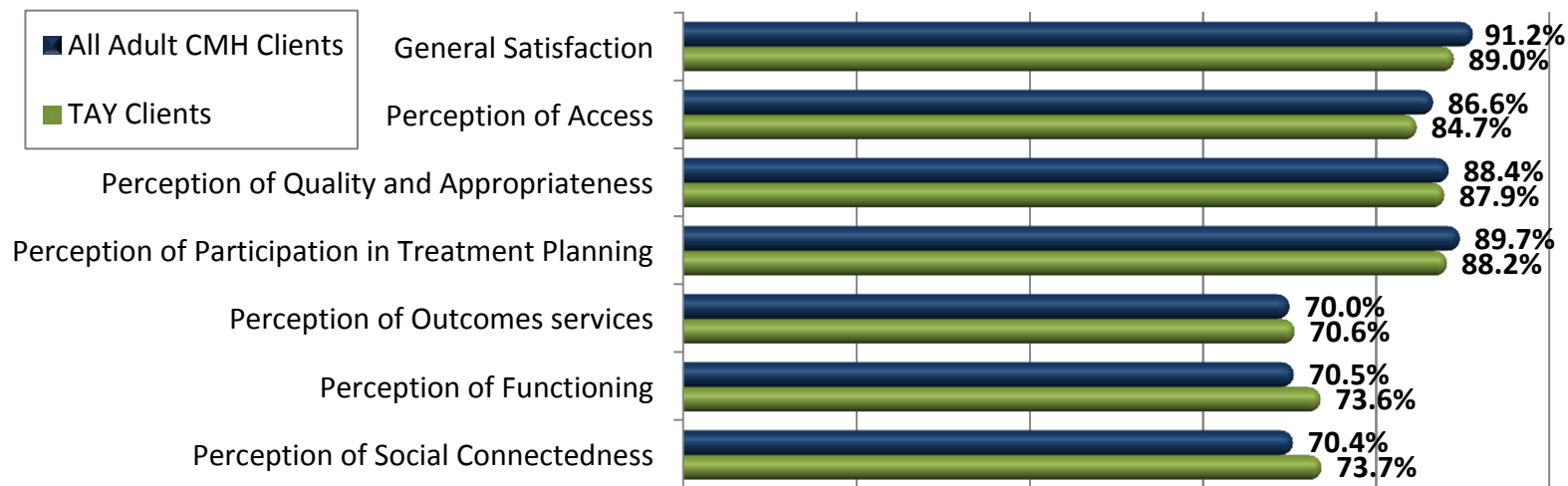
ARE CLIENTS SATISFIED WITH SERVICES?

Transition Age Youth Client Consumer Satisfaction



- ▶ 89% of TAY consumers reported that they “agreed” or “strongly agreed” with statements reflecting their general satisfaction.
- ▶ Compared to all adult clients, TAY clients reported lower levels of satisfaction in the domains of Perception of Access, Perception of Quality and Appropriateness, and Perception of Participation in Treatment Planning.
- ▶ As with adult clients of all ages, the Perception of Functioning, Perception of Outcomes Services, and Perception of Social Connectedness domains had the lowest reported level of satisfaction for the Spring 2011 survey period.

Transition Age Youth Satisfaction with Services (% Satisfied or Very Satisfied with Services; Spring 11 survey period)



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- *Kathy Anderson*

Administrative Analyst III

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Research Analyst

- *Samantha Lea*

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